SOLARWINDS COMMERCIAL PREMIUM SUPPORT ADDENDUM

This Addendum (“Addendum”) complements the SolarWinds Support and Maintenance Terms (“Support Terms”) applicable to SolarWinds software licensed under the SolarWinds End User License Agreement (“EULA”; together the Support Terms and the EULA are the “Agreement”) accepted by and between you, either an individual or an entity, and your Affiliates (“You”) and SolarWinds Worldwide, LLC (“SolarWinds”) to coincide with your current SolarWinds support term as identified in your Order Form (“Effective Date”).

All capitalized terms will have the meaning given to such terms in the Agreement unless a different meaning is provided in this Addendum. In addition to the Support Agreement, the parties agree that the following terms shall apply to Your purchase of Commercial Premium Support. If there is a conflict between this Addendum and the Agreement, the Addendum shall control.

SolarWinds Commercial Premium Support

Upon receipt, processing, and invoicing of an order for Commercial Premium Support and subject to the terms of this Addendum and the Agreement, SolarWinds will provide You during the Commercial Premium Support Term (defined below) with the additional support for the applicable Software licenses based on the level of Commercial Premium Support to which You have enrolled (“Commercial Premium Support”).

Applicability

Commercial Premium Support is only available for Your SolarWinds Software licenses under active maintenance and support. Commercial Premium Support is tied to one SolarWinds account number. You must have Commercial Premium Support for each account to which Commercial Premium Support will apply.

Definitions

Priority Designation Categories

SolarWinds defines support cases subject to the following priority designation codes:

- P1 is defined as Critical/Organization Down – Customer’s production use of SolarWinds Software is stopped or so severely impacted that no User can reasonably continue to use or access the software. Critical requests have one or more of the following characteristics: a) data corruption b) SolarWinds Software hangs causing unacceptable delays or c) the SolarWinds Software is inaccessible to all Users.
- P2 is defined as High – Customer experiences a disruptive loss of use of the SolarWinds Software. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.
- P3 is defined as Medium – Customer experiences moderate to minor loss of use of the SolarWinds Software or a feature/operation generated a result that was not expected. The impact is isolated and an inconvenience, however, use and access to SolarWinds Software can continue.
• P4 is defined as Low – Customer requests information, an enhancement, or documentation clarification regarding SolarWinds software but there is no impact on the use or access of SolarWinds Software.

**On-Demand Access**

Based on the level of Commercial Premium Support to which You have enrolled, if You have *On-Demand Access* to specialized Support Engineers, You may make the request for the specialized resource when creating the service request either through a case comment or by calling into our support phone line and requesting the specialized Support Engineer to work on Your service request based on your Commercial Premium Support plan. If You are eligible for On-Demand access but the caller does not make such a request or waives use of the specialized Support Engineer will not be routed to a specialized resource.

**Joined Technical Review (JTR)**

*Joined Technical Review* ("JTR") is a customer-requested service (eligibility is based on the level of Commercial Premium Support) where You and Your designated SolarWinds expert perform a review of Your SolarWinds environment for detecting inefficiencies and optimization opportunities. Customers that need to schedule a JTR will request the service through a support case and their designated SolarWinds expert will work with the customer’s designated contacts to schedule the JTR session.

**On-Demand Maintenance Window Coverage**

On-Demand Maintenance Window Coverage is a proactive service where SolarWinds assigns a Support Engineer to be on standby during a customer’s maintenance window to assist with any issue that the customer may experience during the maintenance window. Customers with a Commercial Premium Support Plan with On-Demand Maintenance Window Coverage and requiring maintenance window coverage must request the service through a support case or by phone. Upon request, SolarWinds will provide the contact information of the assigned support engineer for the maintenance window coverage who will work alongside the customer’s technical for up to ONE hour during the maintenance window. Customers requiring more than one hour of assisted maintenance window coverage should consider separately purchasing commercial deployment services.

**Commercial Premium Support Service Hours**

- **Business Hours**
  - North America: 7am – 7pm (CST) Monday to Friday
  - APAC: 7am – 7pm (GMT+8) Monday to Friday
  - EMEA: 7am – 7pm (GMT+1) Monday to Friday

- **After Business Hours**
  - North America: 7PM to 7AM (CST) Monday to Friday
  - APAC: 7pm – 7am (GMT+8) Monday to Friday
  - EMEA: 7pm – 7am (GMT+1) Monday to Friday
  - 24 Hours during Weekends beginning 7PM (CST) Friday through midnight to 7AM Monday (CST) and Holidays
Levels of Premium Support

Premium Support is available at three different levels to meet a wide variety of customer needs. The details of each service level are shown in Table 1. The level of Premium Support is reflected in your Order Form. You may elect to increase your level during a term, and SolarWinds (or your reseller) will prorate the fees from the effective date of such increase through the end of your current support term. You may elect to decrease your Commercial Premium Support, but no refund or adjustment will be provided.

Term & Termination or Expiration

- **Term.** Premium Support starts: (a) on the day SolarWinds invoices You for Commercial Premium Support, or (b) if You are purchasing Commercial Premium Support through a reseller, the day SolarWinds notifies You in writing (including electronic communications) that Your order for Commercial Premium Support has been processed, and ends on the date the Commercial Premium Support expires unless sooner expired or terminated in accordance with this section (“Commercial Premium Support Term”).

- **Expiration.** Commercial Premium Support will automatically expire without notice if You fail to maintain active maintenance and support for all applicable SolarWinds software licenses receiving Commercial Premium Support or after the Commercial Premium Support Term ends and is not renewed. For clarity, SolarWinds will continue to provide Commercial Premium Support to all other applicable licenses that remain under active maintenance and support during the Commercial Premium Support Term.

- **Termination.** SolarWinds may terminate this Addendum upon fifteen (15) days prior written notice for any material default or breach of this Addendum or the Agreement, unless You have cured such failure or default within such period, or immediately if SolarWinds terminates the Agreement for Your breach. However, there will be no cure period for a breach of the license restrictions contained in the EULA or if You misappropriate or infringe SolarWinds’ intellectual property rights.

Exclusions

Regarding Commercial Premium Support, SolarWinds is not obligated to (a) provide any support other than what is offered under the Support Agreement and this Addendum; (b) perform Commercial Premium Support if You fail to pay all fees when due or fails to perform its obligations under this Addendum; or (c) perform (i.e., take control of Your environment) onboarding on Your behalf. You acknowledge that Commercial Premium Support does not include developing custom scripts, templates, or queries; analyzing or troubleshooting performance issues resulting from or related to third party products, such as SQL or OS performance issues; nor will SolarWinds take control of Your environment to perform full installations, configurations, migrations, or upgrades. SolarWinds will not go on-site to perform any support offered under this Addendum.
## Table 1. Commercial Premium Support Service Levels

<table>
<thead>
<tr>
<th>Category</th>
<th>Premium Support Level 1</th>
<th>Premium Support Level 2</th>
<th>Premium Support Level 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Support</td>
<td>• 24x7 access to phone and web support&lt;br&gt;Software updates&lt;br&gt;THWACK community access&lt;br&gt;1 hour response time for P1 cases&lt;br&gt;4-hour response time for P2 cases&lt;br&gt;Intermediate Customer Support resource</td>
<td>• 24x7 access to phone and web support&lt;br&gt;Software updates&lt;br&gt;THWACK community access&lt;br&gt;1-hour response time for P1 cases&lt;br&gt;2-hour response time for P2 cases&lt;br&gt;Intermediate Customer Support resource&lt;br&gt;Designated escalation manager</td>
<td>• 24x7 access to phone and web support&lt;br&gt;Software updates&lt;br&gt;THWACK community access&lt;br&gt;30-minute response time for P1 cases&lt;br&gt;1-hour response time for P2 cases&lt;br&gt;Advanced Customer Support resource&lt;br&gt;Designated escalation manager</td>
</tr>
<tr>
<td>Premium Services Team</td>
<td>• Cases are worked by our global premium support team</td>
<td>• Cases are worked by our designated region premium support team during business hours&lt;br&gt;On-demand access to the global premium support team after business hours, holidays, and weekends&lt;br&gt;Up to 4 joint technical and business reviews per year</td>
<td>• Cases are worked by our designated region senior premium support team during business hours&lt;br&gt;On-demand access to the global senior premium support team after business hours, holidays, and weekends&lt;br&gt;Up to 8 joint technical and business reviews per year</td>
</tr>
<tr>
<td>Success Services</td>
<td>• Up to 4 Maintenance Window and upgrade assistance&lt;br&gt;Customer Success Manager</td>
<td>• Up to 8 Maintenance Window and upgrade assistance&lt;br&gt;Trusted advisors&lt;br&gt;Expert-driven health checks&lt;br&gt;Proactive engagement&lt;br&gt;Assigned Technical Success Manager</td>
<td>• Up to 12 Maintenance Window and upgrade assistance&lt;br&gt;Trusted advisors&lt;br&gt;Expert-driven health checks&lt;br&gt;Proactive engagement&lt;br&gt;Assigned Senior Technical Success Manager</td>
</tr>
</tbody>
</table>

All levels include access to:

- Training and certification options: Virtual Classes and eLearning • SolarWinds Academy Classes • SolarWinds Certified Professional Classes (some classes are subject to additional fees); and
- Self-help services: Access to Customer Success Center • Knowledge Base articles • Best practice content • Global search • Digital Health Checks.