Alauda Support Terms of Service

These Support Terms of Service ("Support Terms") describe the technical support services provided by Alauda Singapore Pte. Ltd. ("Alauda", "we", or "us") to customers ("Customer" or "you") holding an active subscription for Alauda Products purchased from Alauda or an authorized Alauda Business Partner. These Support Terms are incorporated by reference into the Alauda Subscription Terms at https://www.alauda.io/legal/subscription-terms (the "Subscription Terms") and, through the Subscription Terms, form part of the applicable base agreement between you and Alauda (for most customers, the Alauda Enterprise Agreement at https://www.alauda.io/legal/enterprise-agreement).

These Support Terms are the authoritative statement of Alauda's support service levels: coverage hours, support channels, named support contact requirements, severity definitions, Initial Response Times, severity reclassification, support and escalation processes, Supported Configurations detail, and software lifecycle and end-of-support policies. With respect to those matters, these Support Terms control over any conflicting provision of the Subscription Terms; in all other respects the applicable base agreement and the Subscription Terms control.

Capitalised terms not defined herein have the meanings set forth in the Alauda Subscription Terms (including the Alauda AI Supplemental Terms incorporated therein) or the applicable base agreement.

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1. Scope of Support

1.1 Covered Products and Configurations

Alauda provides technical support for the Alauda Products for which you hold an active paid Subscription, as described in the Exhibits to the Subscription Terms ("Supported Products"), when deployed in Supported Configurations (as defined in Section 4 of the Subscription Terms and further described in Section 7 of these Support Terms). A product is a Supported Product only while the applicable Subscription remains active and paid and the Coverage Model, registration requirement, required base Subscription for any Add-On Subscription, Supported Deployment Model, and other eligibility requirements in the Subscription Terms and the applicable Order Form or Business Partner Order are satisfied.

Support covers defects in Alauda Software, assistance with configuration and operation of Supported Products, guidance on supported upgrade and migration paths, and diagnosis of issues within the Alauda Software stack.

Support for the Alauda AI Platform covers the Alauda AI Platform components and, for Alauda Models, deployment and operation through the Alauda AI Platform as described in Sections 4(d) and 4(e) of Exhibit C to the Subscription Terms and Section 2.2 of the Alauda AI Supplemental Terms at https://www.alauda.io/legal/ai-supplemental-terms. Support does not include the content, accuracy, or quality of Inputs, Outputs, or other data processed by models running on the platform; models that you obtain from a third party or develop independently without use of an Alauda Model; or Model Derivatives themselves. These exclusions do not exclude Support for the Alauda AI platform infrastructure on which such models or Model Derivatives run.

Evaluation offerings. Evaluation Subscriptions (as defined in the Subscription Terms) are not Supported Products. Support for such offerings, if any, is limited or unavailable as described in Sections

1.2(d) and 2.5 of the Subscription Terms, the applicable Order Form, or the applicable evaluation terms, and the response times and other service levels in these Support Terms do not apply to them. Alauda may, at its sole discretion, provide best-effort assistance.

1.2 Exclusions

The authoritative statement of Support inclusions and exclusions is Section 2.4 of the Subscription Terms, which controls in the event of any difference from this summary. For convenience, Support does not include, among other things:

- **Underlying infrastructure** — the hardware, operating system (except Alauda's immutable OS where included in the applicable Alauda Product), hypervisor, network, storage, or public cloud provider infrastructure and services on which an Alauda Product is deployed, except to the extent an issue is caused by the Alauda Software itself (e.g., Alauda Virtualization includes support for the KubeVirt stack but not for the underlying server hardware).
- **Customer-obtained software** — software you obtain directly rather than as part of the Alauda Software, except Listed Community Software covered on a best-effort basis under Exhibit B, Section 4(e) of the Subscription Terms (Alauda Support).
- **Accelerator hardware and vendor software** — AI Accelerator devices (including those subscribed as AI Accelerator Units under Exhibit F to the Subscription Terms) and vendor-supplied firmware, drivers, runtimes, and toolkits, which are supported by the applicable hardware vendor, except to the extent Alauda distributes such a component as part of the Alauda Software. Alauda supports the Alauda Software's integration with, and operation on, the accelerator types and models identified in the applicable product documentation and Supported Configurations (Subscription Terms Exhibit F, Section 3(c)).
- **Guest operating systems and guest applications** — operating systems and applications running inside virtual machines hosted by Alauda Virtualization, except (i) guest operating system images included in the applicable Alauda Product and used as provided in Exhibit A, Section 4(a) of the Subscription Terms (see also Exhibit E, Section 4(b)), and (ii) Alauda Products running inside those virtual machines that are covered by an applicable Subscription (including under Section 1.2(k) of the Subscription Terms). A Subscription for Alauda Virtualization alone does not provide support for other guest software. Support for Alauda Virtualization includes the migration scenarios described in Exhibit E, Section 4(d).
- **Third-party software** — software not included in or distributed as part of Alauda Products, including customer-installed operators, Helm charts, plugins, or extensions not provided by Alauda, except Listed Community Software covered under Exhibit B, Section 4(e) of the Subscription Terms.
- **Customer applications** — workloads, container images, application code, and configurations developed or deployed by the Customer.
- **Unsupported configurations** — deployments that do not conform to Supported Configurations as documented in Section 7 and at alauda.io/support/configurations (see Section 7.4).
- **Modified or recompiled software** — Alauda Software that has been modified, recompiled, reverse-engineered, or altered by the Customer or any third party from the form distributed by Alauda.
- **Community versions of upstream projects** — community editions of open source projects (e.g., upstream Kubernetes, upstream KubeVirt, upstream Istio) that are not distributed as part of

an Alauda Product. Alauda supports only the integrated, tested, and hardened versions included in Alauda Products, except Listed Community Software covered under Exhibit B, Section 4(e) of the Subscription Terms.

- **Consulting and design services** — code development, system design, network design, architectural design, performance optimization and tuning, and the development or implementation of security rules or policies, and work performed under a separate Professional Services engagement (such services may be available under the Alauda Professional Services Terms).

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2. Support Plans

2.1 Premium Support (24x7)

All Subscriptions purchased from Alauda Singapore Pte. Ltd., and Subscriptions purchased from an authorized Alauda Business Partner with support provided by Alauda (Section 2.4) — excluding Evaluation Subscriptions (Section 1.1) — include Alauda Premium Support at no additional charge for the duration of the active Subscription term. Premium Support provides around-the-clock access to Alauda's global support engineering team.

2.2 Support Plan Details

Alauda will use commercially reasonable efforts to provide Premium Support at the following service levels ("Service Levels"):

Attribute	Premium Support (24x7)
Availability	24 hours per day, 7 days per week, 365 days per year
Support Channels	Alauda Cloud portal (preferred), email (support@alauda.io), phone
Support Cases	Unlimited
Severity 1 (Urgent) — Initial Response Time	1 hour
Severity 2 (High) — Initial Response Time	2 hours
Severity 3 (Medium) — Initial Response Time	4 hours
Severity 4 (Low) — Initial Response Time	8 hours
Named Support Contacts	Minimum 2 per Customer; recommended based on deployment size
Language	English (primary); additional languages subject to availability

2.3 Definition of Initial Response Time

"Initial Response Time" means the elapsed time from the moment a support case submitted by the Customer through a supported channel (portal, email, or phone) is received by Alauda's support systems, to the first substantive response from an Alauda support engineer. A substantive response includes initial diagnosis, a request for additional diagnostic information, or confirmation of the issue with a proposed course of action. Automated acknowledgments of case receipt do not constitute a substantive response.

Initial Response Times are measured against the severity level assigned to the case at the time of submission, subject to Section 3.5 (Severity Reclassification). All response and update times in these Support Terms (including in Sections 3.5 and 4.5) are service-level targets that Alauda will use commercially reasonable efforts to meet; they are not guarantees of resolution within any particular period.

2.4 Support from a Business Partner

If Customer purchases Subscriptions that include support provided by an authorized Alauda Business Partner (rather than by Alauda), then the support entitlements and Service Levels in these Support Terms do not apply directly between Alauda and Customer, and Customer should work with the Business Partner to obtain support services under the terms Customer agreed with the Business Partner. In that case, Alauda provides support for the underlying Subscriptions to the Business Partner in accordance with these Support Terms and the applicable partner agreement. These Support Terms apply directly between Alauda and Customer only for Subscriptions with support provided by Alauda, whether purchased directly from Alauda or under a Business Partner Order that, as authorized by Alauda under the applicable partner agreement, states that support is provided by Alauda. The applicable Order Form or Business Partner Order will state whether support is provided by Alauda or by the Business Partner.

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3. Severity Level Definitions

3.1 Severity 1 -- Urgent

Definition: A problem that severely impacts your use of the Software in a Production Environment: a production system is down, severely impaired, or at imminent risk of data loss or corruption, with no workaround available and business-critical operations directly affected. Data corruption or security breach conditions affecting a Production Environment are treated as Severity 1.

Initial Response Time: 1 hour

Examples: - Cluster control plane is unreachable and workloads cannot be managed or scheduled. - Active data corruption risk requiring immediate intervention. - Complete platform outage affecting production workloads across one or more clusters. - Security vulnerability actively being exploited in a production environment.

Alauda Response: Alauda assigns dedicated support engineers who work continuously with the Customer until the production system is restored or a viable workaround is implemented, or the case is reclassified in accordance with Section 3.5.

Customer Contact: For Severity 1 cases, the Customer will identify a dedicated contact who remains available to work with Alauda until the issue is resolved or the severity is reduced. If a Customer contact is not available to work the issue, Alauda may reduce the case severity in accordance with Section 3.5.

3.2 Severity 2 -- High

Definition: Major functionality of a Supported Product is impaired. A workaround may exist but is operationally burdensome. Significant business impact is present or imminent.

Initial Response Time: 2 hours

Examples: - Cluster is degraded but partially functional (e.g., reduced capacity, intermittent failures). - A key feature or component is unavailable (e.g., monitoring, ingress, or storage provisioning) with no practical workaround. - Performance is severely degraded such that Customer's SLA obligations to its own users are at risk. - Upgrade or migration procedure fails, blocking a planned production change window.

Alauda Response: Alauda assigns a support engineer who provides regular status updates and works toward resolution with high priority.

3.3 Severity 3 -- Medium

Definition: Moderate loss of functionality with an operational workaround available. Limited business impact. The issue does not prevent production operations from continuing.

Initial Response Time: 4 hours

Examples: - A non-critical feature is not working as expected (e.g., a dashboard widget, a non-essential alert). - Minor performance degradation that does not breach operational thresholds. - Configuration question related to a production deployment. - Issue reproducible only in specific non-critical scenarios.

Alauda Response: Alauda provides analysis and works toward resolution during standard support engineering cycles.

3.4 Severity 4 -- Low

Definition: Minor issue, cosmetic defect, general question, documentation error, or feature request. No meaningful impact on operations.

Initial Response Time: 8 hours

Examples: - UI cosmetic issue (e.g., misaligned element, incorrect label). - General how-to question or request for best-practice guidance. - Documentation error or omission. - Enhancement request or feature suggestion.

Alauda Response: Alauda acknowledges the case, provides guidance or documentation references, and logs enhancement requests for product management review.

3.5 Severity Reclassification

Severity levels are initially assigned by the Customer at case submission in accordance with Section 3. Alauda may reasonably reclassify the severity level of a case where the actual impact, based on the available information, is higher or lower than initially assessed. Alauda will notify the Customer of any reclassification and the basis for it, and Alauda and the Customer will work together in good faith to agree on the appropriate severity level; Customer consent is not a condition to a reasonable reclassification by Alauda.

Alauda may also reasonably reduce the severity of a Severity 1 case if the Customer does not maintain the dedicated contact required by Section 3.1 or does not provide information or cooperation reasonably necessary for Alauda to work the case continuously.

The Customer may request an increase of a case's severity level at any time by providing written justification of the changed business impact. Alauda will use commercially reasonable efforts to review the request and adjust the severity level as appropriate within one (1) hour of the request. If a case is reclassified before Alauda's initial substantive response, the Initial Response Time for the reclassified severity applies from the original time the case was received (or, if that period has already elapsed when

the case is reclassified, promptly following reclassification); reclassification does not restart the response clock. Reclassification after the initial substantive response does not alter the completed Initial Response Time.

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4. Support Process

4.1 Case Submission

Customers may submit support cases through the following channels:

Channel	Details
Alauda Cloud Portal (preferred)	Submit and track cases at the Alauda Cloud portal. Provides full case history, attachment support, and real-time status updates.
Email	Send to support@alauda.io. Include all required information per Section 4.2. For general inquiries, contact info@alauda.io.
Phone	Contact numbers provided in your Subscription onboarding materials. Phone is recommended for Severity 1 cases to ensure immediate routing.

For Severity 1 cases, Alauda recommends submitting via the portal or phone to ensure the fastest response. Email submissions for Severity 1 cases are processed with the same priority, but portal and phone channels provide immediate routing to the on-call engineering team.

4.2 Required Information

To enable efficient diagnosis and resolution, each support case must include the following information:

- **Product name and version** -- The specific Alauda Product and release version (e.g., ACP 4.2.1, Alauda AI 2.1.0).
- **Deployment type** -- Description of the deployment environment.
- **Severity level** -- The Customer's initial severity assessment per Section 3.
- **Description** -- A clear description of the issue, including symptoms, error messages, and affected components.
- **Steps to reproduce** -- If applicable, the sequence of actions that triggers or exposes the issue.
- **Impact assessment** -- The business impact, including the number of affected users, workloads, or clusters and any SLA implications.
- **Diagnostic data** -- Where possible, attach relevant logs, diagnostic bundles, screenshots, or configuration excerpts.

Incomplete case submissions may result in delays while Alauda requests the missing information.

4.3 Support Contacts

The Customer shall designate named support contacts who are authorised to open, manage, and close support cases on the Customer's behalf. Named contacts should possess sufficient technical knowledge of the Customer's Alauda deployment to participate in diagnostic and resolution activities.

- **Minimum:** 2 named support contacts per Customer.

- **Recommended:** Scale named contacts based on deployment size and the number of clusters under management.
- **Updates:** The Customer may update its named contact list at any time via the Alauda Cloud portal or by written notice to Alauda.

Alauda will only discuss case details and share diagnostic information with designated named contacts or individuals explicitly authorised by a named contact.

4.4 Case Lifecycle

Each support case progresses through the following statuses:

Status	Description
Open	Case has been submitted and is awaiting assignment to a support engineer.
In Progress	A support engineer is actively investigating and working on the case.
Waiting on Customer	Alauda has requested additional information, action, or confirmation from the Customer.
Resolved	Alauda has provided a resolution, fix, workaround, or answer. Customer is asked to verify.
Closed	The case is complete. No further action is required.

Auto-close policy: If a case is in "Waiting on Customer" status and the Customer does not respond within fourteen (14) calendar days, the case will be automatically closed. The Customer may reopen the case within thirty (30) calendar days of auto-closure by responding to the case notification or contacting Alauda support. After thirty (30) calendar days, a new case must be opened.

4.5 Escalation

The Customer may request escalation of any support case at any time through the following methods:

- **Portal:** Use the escalation function within the case management interface on the Alauda Cloud portal.
- **Support management:** Contact Alauda support management directly via the escalation contact details provided in your Subscription onboarding materials.
- **Email:** Send an escalation request to support@alauda.io with the case number and the reason for escalation.

Upon receipt of an escalation request, Alauda will use commercially reasonable efforts to assign a senior support engineer or support manager to review the case, provide a status update within two (2) hours, and establish an action plan with the Customer.

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5. Customer Obligations

To enable Alauda to deliver effective support, the Customer agrees to the following obligations:

5.1 Access and Information

Provide Alauda with timely access to relevant logs, diagnostic bundles, configuration data, personnel, and other information reasonably requested for the purpose of diagnosing and resolving support cases. Unless

otherwise agreed in writing, this obligation does not require the Customer to provide Alauda personnel with remote access to the Customer's network or systems.

5.2 Non-Production Testing

Test all Software updates, patches, and configuration changes in a non-production environment before deploying to production. Alauda provides release notes and known issue documentation with each update to assist in pre-production validation.

5.3 Backups

Maintain regular backups of data, configurations, and cluster state (including etcd snapshots) in accordance with industry best practices and Alauda's documented backup procedures. Alauda is not responsible for data loss resulting from the Customer's failure to maintain adequate backups.

5.4 Updates and Patches

Apply updates, patches, and security advisories in a timely manner as recommended by Alauda. Alauda publishes security advisories and update recommendations through the Alauda Cloud portal and direct Customer notifications. Running outdated or unpatched software may limit Alauda's ability to diagnose and resolve issues.

5.5 Qualified Support Contacts

Designate named support contacts who possess the technical qualifications and system access necessary to participate in diagnostic and resolution activities, including the ability to execute commands, collect logs, and apply patches on the relevant systems.

5.6 Cooperation

Provide reasonable cooperation in diagnostic and resolution activities, including making systems and personnel available during agreed troubleshooting windows, implementing recommended actions in a timely manner, and providing feedback on proposed resolutions.

5.7 Supported Configurations

The Customer acknowledges that Alauda is obligated to provide Support only for Alauda Products running in Supported Configurations as documented in Section 7 and at alauda.io/support/configurations. Deployments in unsupported configurations are excluded from Support; any assistance for unsupported configurations is discretionary only, as described in Section 7.4.

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6. Software Lifecycle and End of Support

6.1 Support Lifecycle

Alauda publishes and maintains the product support lifecycle for all Supported Products at alauda.io/support/lifecycle. The support lifecycle defines the support phases and end-of-support dates for each product version. In the event of any difference, these Support Terms control as to the scope of each lifecycle phase, and the published lifecycle page controls as to the dates and the phase applicable to each product version.

6.2 Full Support Phase

During the Full Support phase, Alauda provides technical Support per these Support Terms and access to Updates, Upgrades, corrections, security advisories, security patches, and bug fixes designated by Alauda for that phase, if and when available. Alauda may also make enhancements and minor releases available during this phase. Alauda does not commit to correct every defect or vulnerability or to release any particular feature, Update, Upgrade, correction, or patch.

6.3 Maintenance Support Phase

During the Maintenance Support phase, Alauda provides technical Support per these Support Terms and, if and when available, corrections and security patches that Alauda designates for critical or high-severity issues. The Maintenance Support phase does not include new feature development, enhancements, or minor releases.

Customers in the Maintenance Support phase are encouraged to plan migration to a version in Full Support to benefit from the complete range of updates and fixes.

6.4 End of Life

Except as otherwise stated in product-specific terms, Alauda provides a minimum of twelve (12) months advance written notice before the end-of-support date for any generally available version of a Supported Product, as such versions and dates are identified on the lifecycle page referenced in Section 6.1; the published lifecycle page does not reduce the minimum notice period in this Section 6.4. End-of-life notifications are published at alauda.io/support/lifecycle and communicated directly to affected Customers via email and the Alauda Cloud portal. This Section 6.4 does not apply to Evaluation Subscriptions or to AI models; the update, replacement, and retirement of Alauda Models is governed by Section 7 of the Alauda AI Supplemental Terms, including removals or replacements required for security, legal, or license-compliance reasons.

After the end-of-support date, Alauda has no obligation to accept or provide Support, fixes, workarounds, Updates, or security patches for the affected version. Any assistance Alauda elects to provide is discretionary, is not subject to the Service Levels in these Support Terms, and does not extend the product lifecycle. Continued support after that date requires an applicable Extended Support offering (Section 6.5) or other written agreement. Customers are strongly encouraged to upgrade to a supported version before the end-of-support date.

6.5 Extended Support

Extended Support beyond the standard Maintenance Support phase may be available for select products and versions under a separate written agreement. Extended Support terms, scope, and pricing are determined on a case-by-case basis. Contact your Alauda account representative or info@alauda.io to discuss Extended Support options.

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7. Supported Configurations

7.1 Published Configurations

Alauda publishes and maintains the current list of Supported Configurations at alauda.io/support/configurations. Supported Configurations are updated with each product release and include supported operating

systems, container runtimes, storage backends, networking configurations, and infrastructure providers.

7.2 Supported Architectures

Alauda Products are supported on x86-64 (AMD64) processors and, where expressly specified in the applicable product documentation and Supported Configurations matrix, ARM (AArch64) processors, including configurations validated for specific hardware partners. Accelerator support is limited to the accelerator types and models identified in the applicable product documentation and Supported Configurations (Subscription Terms Exhibit F, Section 3(c)). Supported public cloud providers, and components not available or not supported on a particular provider, are identified in the applicable product documentation (Subscription Terms Section 1.2(j)).

Architecture support is product- and version-specific; inclusion of an architecture in this Section does not establish support for a particular product release unless that combination appears in the applicable Supported Configurations.

7.3 Supported Kubernetes Versions

Each ACP release documents the specific Kubernetes versions that are supported. Alauda tracks upstream Kubernetes releases and provides support for Kubernetes versions as documented in the ACP release notes. Running ACP with Kubernetes versions outside the documented support matrix is not a Supported Configuration.

7.4 Unsupported Configurations

Alauda validates and tests specific hardware, software, and infrastructure configurations as documented in the Supported Configurations matrix. Deployments that fall outside the documented support matrix -- including untested operating system versions, unsupported storage backends, or non-validated hardware -- are not Supported Configurations and are excluded from Support under Section 2.4(b) of the Subscription Terms.

Alauda may, at its sole discretion, provide reasonable-efforts assistance with such deployments. Where Alauda elects to assist: (a) the Service Levels in these Support Terms (including Initial Response Times) do not apply; (b) Alauda may require the Customer to reproduce the issue in a Supported Configuration before committing to a fix; and (c) Alauda may recommend migration to a Supported Configuration as the resolution path.

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8. General Provisions

Subject to Section 2.4 (Support from a Business Partner), these Support Terms form part of the applicable base agreement between you and Alauda. The governing law, dispute resolution, claims limitation, warranty disclaimer, and limitation of liability provisions of the applicable base agreement (for the Alauda Enterprise Agreement, Sections 5.2, 12, and 13) apply to these Support Terms, and nothing in these Support Terms establishes a separate or conflicting forum for resolving disputes. The order-of-precedence and complete-agreement provisions of the applicable base agreement apply, subject to the precedence rule for support service levels stated in the preamble to these Support Terms.

Alauda may modify these Support Terms by posting a revised version at https://www.alauda.io/legal/support-terms, or by providing notice using other reasonable means. If you do not agree to the revised

version: (a) the existing Support Terms will continue to apply to Subscriptions you have purchased as of the date of the update for the remainder of the then-current Subscription term; and (b) the revised version will apply to any new purchases or renewals made after its effective date.

For questions about these Support Terms, contact us at info@alauda.io.

Alauda Support Terms of Service v1.6 — November 2026 Alauda Singapore Pte. Ltd. https://www.alauda.io/legal/support-terms

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