Support Guidelines for Service Providers

Contents

SERVICE OVERVIEW **3**

Scopes of Support (https://www.acronis.com/support/serviceproviderscope/) 3

Definitions of Tier 1 Support Provided by Service Provider *3*

Items Out Of Scope of Acronis Service Provider Support *3*

Dedicated Acronis Service Providers Support availability *4*

ACRONIS SUPPORT **5**

Free support resources 5

Acronis Support web page *5*

Knowledge Base *5*

User Guides *5*

Acronis Community *5*

Contact Acronis Support 5

Web form (Recommended) *5*

Live chat *6*

Phone *6*

TRAINING AND CERTIFICATION **7**

SUPPORT PERIOD **7**

BUG REPORTING **7**

ADDITIONAL FEES **7**

RESPONSE TIME **8**

Additional information 8

Service Provider's Role 9

BEST PRACTICES FOR CONTACTING ACRONIS SERVICE PROVIDERS SUPPORT **9**

Required information before initiating a support request 9

Support request template 10

After your request is logged 11

Automatic Follow-Up Example *11*

Tracking your support requests 11

Service Information for Acronis Cyber Appliance 11

END-OF-LIFE (EOL) POLICY **12**

Service Overview

Acronis is committed to provide world-class customer service and support. English speaking technical support can be contacted by email and telephone seven days a week, 24 hours a day.

The Service Provider is responsible for Tier 1 support directly to its Resellers, Subresellers and/or End Users. Service Provider will be instructed to separately indicate two (2) points of contact for all issues related to these Support Guidelines.

Scopes of Support (https://www.acronis.com/support/serviceproviderscope/)

During the term of your subscription to Acronis Software Acronis will provide you with the expert level guidance and troubleshooting related to any questions and issues:

- Installation;
- Configuration;
- Usage;
- Providing workarounds and bug fixes for technical issues;
- Providing access to major and minor releases of Acronis Software.

Acronis provides support service in English only.

Definitions of Tier 1 Support Provided by Service Provider

The Service Provider is responsible for providing Tier 1 support directly to its Resellers, Sub-resellers and/or End Users according to the Contract terms. The following functions are supposed to be covered by Service Provider Tier 1 support:

- Customer Care: product functionality questions, questions covered in Acronis software User's Guide;
- Handling known issues, for instance issues with VSS
- Basic troubleshooting of unknown/undescribed issue before escalating to Acronis Support:
    - Checking available solutions/workarounds in Acronis KB (https://kb.acronis.com)
    - Analyzing collected error message/log files per Acronis KB;
    - Defining an issue and explaining its symptoms;
    - Collecting error message(s) or error output;
    - Defining an action or outcome you expect from the product;
    - Strict following escalation template while escalating the issue to Acronis Service Provider Support.
- Service Provider is to monitor whether suggested troubleshooting steps are being performed by the end-user to the full extent and whether requested information is provided in the sufficient amount.

Items Out Of Scope of Acronis Service Provider Support

The following activities are excluded from Acronis Service Provider Support Team obligations:

- Communicating troubleshooting steps and final solutions to anyone except the Service Provider;
- System administration activities: assistance with initial software setup, setting up backup plans, defining backup policies, other activities described under deployment/user guides;
- Infrastructure/Server setup/administration activities: setting up 3rd party software, configuring virtual environment, configuring OS (initial setup, firewall, network, performance tuning, etc.), installing updates, monitoring resources/free space;

- Writing API requests/scripts – any kind of customization or integration outside standard Acronis Software functionality;
- Product Training or Consulting: Acronis does not provide training or consultancy services via telephone support as part of the Acronis Support program, but Acronis does offer you as optional services at additional fees as part of the Professional Services program. Acronis can answer how-to questions and can talk to you about related topics to a limited extent. Please contact our Professional Services Team for additional training and other consultancy requirements.
- Gathering and analyzing Partner's requirements, understanding how they can be addressed;
- Designing the solution on high level;
- Support for 3rd party products: only provides support for Acronis software and associated components. For instance, Acronis does not support your computer's operating system. If you need help with 3rd party components you must contact the relevant supplier.
- Upgrades: Your support program includes access to all new releases. The actual process of upgrading Acronis Software to a newer release is not covered by Support.

Dedicated Acronis Service Providers Support availability

Support is available 24x7;
Support is provided in English only.

Acronis Support

Free support resources

Acronis provides 24x7 access to Self-Service options.

Acronis Support web page

Answers to frequently asked questions, known solutions, hot topics, and other useful information can be found at https://www.acronis.com/en-us/support/providers/general-info/.

Knowledge Base https://kb.acronis.com

Acronis knowledge base is a repository of thousands of articles about existing issues, frequently asked questions and step-by-step instructions on how to use our products. You can search by product, key words or choose articles by category. You can also leave comments or feedback on any knowledge base article as well as vote on whether the content was helpful. This will allow Acronis to continuously improve the content for you.

Articles by product:
Acronis Cyber Protect Cloud
Acronis Cyber Infrastructure
Acronis Cyber Files Cloud
Acronis Cyber Disaster Recovery Cloud
Acronis Backup Advanced for vCloud
Acronis Cyber Protect Home & Business

User Guides https://www.acronis.com/support/documentation

Acronis Product user guides help you find information on our products like, how the product works, what the system requirements are, how to install the product, basic features and functions of the product, and more. You can also download data sheets, installation guides, quick start guide, command line references, whitepapers, and IDC viewpoints there.

Acronis Community https://forum.acronis.com/

Share and discuss best practices with live community of Acronis employees and partners.

Contact Acronis Support

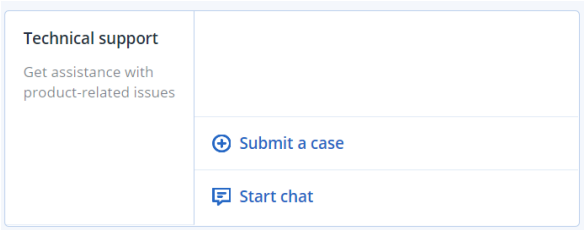
The channels of contacting Dedicated Acronis Service Providers Support regarding technical issues and questions:

Web form (Recommended)

1) Login to Partner Portal or sign up if you are not registered yet,
2) On the Support tab select "**Technical support**" and click on "**Submit a case**",
3) Describe the request according to the below template and click on "**Submit**" to send the ticket.

Live chat

1) Login to Partner Portal or sign up if you are not registered yet,
2) On the Support tab select "**Technical support**" and click on "**Start chat**",
3) Be ready to provide all information according to the below template.



Phone

Region	Phone number	Region	Phone number
Australia	+61 (1800) 354 401 (toll-free)	Netherlands	+31 (20) 808-0417 (English only)
Canada	+1 888 864 43 81 (toll-free)	New Zealand	+64 800 44 95 45
Germany	+49 892 555 29 44	Philippines	+631 800 132 00 243
France	+33 801 84 13 65	Singapore	+65 3158 98 23
India	000 (800) 9190736 (toll-free)	South Africa	+27 875 502 262
Italy	+39 800 69 32 50	Turkey	+90 212 700 0596
Japan	+81 3 458 953 69	UAE	+971 (800) 03110080
Kenya	+25 4800 21 12 63	UK	+44 20 3514 7044
Korea	+82 808 05 96 29	US	+1 888 223 45 87 (toll-free)
Malaysia	+60 1800 81 38 65		
Mexico	+52 555 985 43 75 (English only)		

Training and Certification

As part of its onboarding, Acronis will offer Service Provider technical and commercial product trainings, together with training on reporting and support procedures. Service Provider will need to pass an exam after attending the mandatory free on-line training programs to become an Acronis Certified Service Provider. The certification is valid for twelve (12) months. Acronis Certified Service Providers must maintain a minimum of two (2) certified employees.

Support Period

For a period of thirty (30) days after the effective date of the Service Provider's agreement, Acronis will provide support without limitation to the number of Incidents reported. During the next eleven (11) months, support will be limited to the Incident quota according to table below. After the first twelve (12) months, Service Provider will be allotted a certain number of Incidents per every year (if contract is renewed), based on the Minimum Monthly Commitment in place at the time of contract renewal, according to the table below. An "Incident" shall be defined as a unique case for one (1) technical issue requiring Acronis support. If Service Provider submits multiple cases for technical issues within one (1) opened support ticket, each technical issue requiring assistance shall count as a separate Incident for the purposes of these Support Guidelines.

Current Commitment	Number of Incidents
Tier I	10
Tier II	20
Tier III	30
Tier IV	50

"*Tiers*" correspond to the Minimum Monthly Commitment that the Service Provider has chosen in their agreement. In USD, Tier 1 = $250 Minimum Monthly Commitment, Tier II = $1,000 Minimum Monthly Commitment, Tier III = $2,000 Minimum Monthly Commitment, and Tier IV = $4,000 Minimum Monthly Commitment.

Bug Reporting

In the event that Service Provider identifies and reports an Incident that relates to a bug or error that has not been previously identified and documented by Acronis, Service Provider shall be entitled to either receive a support Incident credit applied to their annual Incident quota or a credit for paid Incidents.

Additional Fees

Non-Certified Service Providers are charged for each opened support ticket, unless the event giving rise to the Incident is a confirmed Platform or Acronis product software defect. Certified Service Providers will be charged for each Incident in excess of the number of Incidents set in the table above. The exact fee is dependent on the currency of the Service Provider's agreement, with USD as the default currency if the fee is unavailable in the currency of the agreement. The currency-specific fees per each Incident above the allotted amount are as follows: 250 USD; 250 EUR; 30,000 JPY; 307 AUD; 165 GBP; 350 CAD. Acronis reserves the right to introduce annual support and maintenance fees and change the support offerings.

Response Time

Acronis is committed to the success of its Service Providers and understands the importance of responsiveness and fast resolution times in case of a technical error. The following tables describe response metrics applicable to the Products specified in the tables' headers. Incidents caused by third-party software are not subject to these response metrics.

Acronis Data Cloud and Cyber Infrastructure Response Time			
Severity	**Response Time**	**Target Temporary Solution**	**Permanent Resolution**
Sev. 0	≤1 hour	≤ 1 day	15 business days
Sev. A	≤ 4 hours	≤ 1 day	15 business days
Sev. B	≤ 4 hours	≤ 2 days	20 business days
Sev. C	≤ 8 hours	≤ 3 days	30 days
Sev. D	≤ 24 hours	n/a	Next release

Acronis Files Cloud Response Time				
Severity	**Response Time**	**Target Temporary Solution**	**Permanent Resolution for Server Issues**	**Permanent Resolution for Client Issues**
Sev. A	≤ 4 hours	≤ 1 day	15 business days	30 days
Sev. B	≤ 4 hours	≤ 5 days	20 business days	60 days
Sev. C	≤ 8 hours	≤ 10 days	45 days	90 days
Sev. D	≤ 24 hours	n/a	Next release	Next release

Acronis Cyber Protect Home & Business Response Time		
Severity	**Response Time**	**Target Temporary Solution**
Sev. A	< 4 hours	< 5 business days
Sev. B	< 8 hours	< 10 business days
Sev. C	< 24 hours	< 20 business days
Sev. D	< 24 hours	n/a

Additional information

Acronis support may require additional information related to environment or need you to perform tests to assist in the resolution of the issue. When requested by Acronis, Service Provider must provide prompt and full cooperation in providing any necessary information, and performing necessary tests regarding Acronis' service level targets. Acronis is not liable for its failure to meet service level targets in the event that

Service Provider fails to provide necessary information when requested. Acronis shall at all times maintain sufficient resources, processes, policies, technology and safeguards to achieve the Response Time and Target Temporary Resolution, and shall use continuous efforts to achieve a workaround with minimum impact on the Service Provider's business.

You can escalate any problems with resolution speed or any other concerns you have about service to Acronis Management Team sending complaint with ticket number to managers@acronis.com

Service Provider's Role

Acronis expects its Service Providers to provide first line support to the Service Provider's Resellers, Sub-resellers and End Users. Acronis Service Provider Support is therefore exclusively available for Service Providers. It is recommended to have the latest update installed before reaching out to support. The majority of all the reported issues in the product that have been previously reported may most likely have been fixed in the latest build. Initial releases are an exception.

Best practices for contacting Acronis Service Providers Support

- To initiate a new case, submit a new ticket via Acronis Account providing a detailed issue description and diagnostic information, if possible;
- A new case will be created in our system, and you will receive a case number automatically; an engineer from our Service Providers Support Team will get back to you shortly based on service levels and severity of problem.
- If it is a business-down critical matter, you can follow your request with a phone call using the numbers specified above and refer to the case number you already have.
- 1 technical issue = 1 incident.

Required information before initiating a support request

Please have the following information available before contacting Acronis Technical Support:

1. Define the issue:
    a. Explain the symptoms of the issue;
    b. Provide error messages or error output associated with the issue, if any;
    c. Specify exact End Customer account name / machines names affected: Login name used by End Customer (for the account where issue is reproduced) / examples of machines affected by issue
    d. Provide as many details related to the issue as possible, including steps to recreate the issue;
    e. Define the desired action or outcome you want from the Product; and
    f. Attach screen shots of the issue you are facing, if possible.

2. Determine the business impact:
    a. Describe how the issue affects your system and your ability to meet your business needs.
    b. Define how many users/machines are affected / whether strategic end-users are affected.
    c. Mention explicitly if it's business-down critical situation.

3. Gather relevant information:
    a. Know the current installed product build number;
    b. Explain if the issue occurred before or if this is an isolated incident;
    c. Explain what occurred before the issue was detected;
    d. List the hardware, software or other environmental changes recently made to the system, if any; and

e. Provide the proper contact information for Acronis Support follow-up.

4. Additional Information:
   a. Provide environment details (OS, network configuration, etc.);
   b. Provide End User account login to Cloud platform;
   c. Share troubleshooting steps already performed / KB articles used
   d. Based on the product, collect the following information:

Product	Information
Acronis Cyber Protect Cloud	Partner / End User account login to Cloud Platform
Acronis Cyber Infrastructure	Partner account login to Cloud Platform, Cloud Storage name
Acronis Files Cloud	Partner / End User account login to Cloud Platform, Files Cloud user email
Acronis Disaster Recovery Cloud	End User administrator account login to Cloud Platform
Acronis Backup for vCloud	Sysinfo from VCDA, AMS and VA

Support request template

Use the following template to submit a new ticket (also available online):

1. Customer cloud account name*:

Login name used by the End User (for the account where issue is reproduced).

2. Pick the Severity*:

Sev 0	Acronis Disaster Recovery Cloud incidents only. Recovery server in production cannot be used for production purposes.
Sev A	Business operations are down or non-operational. Multiple / all machines are affected.
Sev B	Major product or service feature affected. One/few machines are affected.
Sev C	Product or service is affected to a limited degree, with irregular behavior happening only under specific conditions.
Sev D	How-to; pre-sales; minor usability; GUI; questions about product functionality, requirements, setup

Detailed description of each Severity

3. Subject*
4. Describe your request*
   4.1. Issue description, error message and affected machines names
   4.2. Step-by-step actions that lead to the issue
   4.3. Time/date when the issue occurred. Did it happen after upgrade or environment changes?
   4.4. Expected results
5. Additional information

5.1 Which steps /KB articles you tried to resolve the issue.

5.2 (for Acronis Cyber Infrastructure only) Remote access credentials for the affected storage cluster per the article https://kb.acronis.com/sdiremote

Obligatory

After your request is logged

All support incidents are logged into our internal tracking system/CRM. Each incident has a unique identification number, named "Case Number". You may be asked to reference this "Case number" for all future correspondence with Support until resolution.

To avoid any gaps in the communication, the system is set to send two automatic follow-ups if there is no reply to the Engineer's e-mail. The first follow-up is sent three days after the Support Engineer sends a reply to the Service Provider's request. The second and final follow-up message is sent six days after the first follow-up. This ensures that no incident is lost or forgotten by either side. If we don't receive the response, we automatically archive the case in our system with status "Not responded by Customer"

Automatic Follow-Up Example

```
Acronis Support Case 00000001
Hello Acronis Customer,
We are following up with regard to your recent Acronis support case #
00000001. The reply to your original question was sent out on 2/7/2017.
We would like to make sure your issue/question has been resolved. Please
reply to this email and simply enter "RESOLVED" as your response if it has
been fully resolved to your complete satisfaction.
If you are still experiencing the same issue or are not completely
satisfied, please Reply to this email with any additional information so
we can continue to assist you right away.
We look forward to your reply.
```

Tracking your support requests

You can track and browse all your cases submitted to Acronis Customer Central under your Acronis Account. To review your requests, login to your profile, and go to Support section. For more detailed information, please refer to this article.

Service Information for Acronis Cyber Appliance

All Acronis Cyber Appliance hardware includes three (3) years warranty repair, next business day on-site service for defective components.
Please be prepared to provide the site name, address, telephone number, the site contact name, the model and serial number(s) of the affected equipment and a brief description of the problem. It is very important that you have the system serial number so our help desk can immediately look up your information in our database for quicker and more effective diagnosis of your problem.
Subject to the Service Level Agreement in these Support Guidelines, a service call will be logged into our service call system, and a technical service representative will call the site contact within one (1) hour.
After diagnosis has been performed, the help desk will coordinate the dispatch of service parts and Field Engineers to your site. You are responsible for providing our Field Service Engineers with access to the Acronis Cyber Appliance in a safe environment.

If spare parts have been shipped to you, you may be asked to return any unused and defective parts after service is complete. You may be asked to package parts for return and deliver the package(s) to the selected courier for return to the appropriate address on the return-shipping label. If parts return shipments are not received by Acronis within ten (10) business days of the completion of the repair to your Acronis Cyber Appliance, you will be invoiced for the parts replacement price.

End-of-life (EOL) policy

Acronis will only support Product installations that are no older than two (2) prior released versions. Service Provider must update to the most up to date version of the Software within six (6) months of its release.