



Bindplane Support Policy

Service Level Objectives

Priority	Coverage	Initial Response	Target Resolution
High	24/7	1 hour	Same day – 1 business day
Medium	Standard Business Hours	2 hours	3 business days
Low	Standard Business Hours	4 hours	30 days or next scheduled update

Standard Business Hours:

Monday–Friday, 8am–5pm ET. Bindplane will use commercially reasonable efforts to meet the above objectives.

Language

Support is currently offered in English only.

Positive Environment

We are committed to a workplace where all Bindplane customers and employees feel valued and respected. Our employees and customers are expected to adhere to the highest levels of ethical and professional conduct that is free of harassment, intimidation, bias and unlawful discrimination of any kind, including discrimination or harassment on the basis of race, color, religion, veteran status, national origin, ancestry, pregnancy status, sex, gender identity or expression, age, marital status, mental or physical disability, medical condition, sexual orientation or any other characteristics protected by law. Bindplane asks that Customer remains professional and courteous to our Support team members who are working with you on your query. If you are not able to do so, and/or you violate any of our policies, we reserve the right to take the necessary steps to protect our teams to ensure a healthy working environment, which may include limiting Support. If you believe these standards have been violated, you may report potential violations by any of the following methods:

- By e-mail to: Concerns@dynatrace.com
- Online at: www.dynatrace.com/ethics

We will promptly and thoroughly investigate any complaints and take appropriate action.

Exclusions

Support excludes the following:

- Free and pre-commercial services - Any free or trial use, or other services provided without charge, or any alpha, beta, early adopter or other access provided prior to the general release of a Bindplane product or capability (or feature or functionality thereof) made commercially available to all Dynatrace customers.
- Custom apps or extensions (including their code) developed by any party other than us
- Any materials developed by us as part of a professional services engagement. Any support of the foregoing, as a professional service, is subject to mutual agreement in a statement of work.
- Third-party technologies, extensions, and contributions unless expressly identified as Bindplane-supported.
- Issues arising from any use in violation of the customer use responsibilities or restrictions in your agreement with us.
- Support does not include on-site support, consulting (including custom work on Customer's network), system design, coding, project or facility management.
- Unsupported versions.

Modifications

We may update this Support Policy from time to time, provided that the level of support will not materially decrease during the applicable subscription term.