**Miro Support Policy**

This RealtimeBoard, Inc. dba Miro ("Miro") Support Policy is issued under and forms part of the Miro Terms of Service, Master Cloud Agreement or other Miro agreement which references this policy. Any capitalized terms not defined herein shall have the meanings ascribed to them in such Miro agreement. In order to better enable the resolution of Incidents and to reflect the ongoing development in our Support practices, with notice to Customer, Miro may modify this Support Policy, but any modifications will not materially decrease Miro's overall Support obligations during a Subscription Term.

Miro offers support services for the Service ("Support") in accordance with the following terms:

**1. Enterprise Support.**

A. Contact Support. Customer may report errors or abnormal behavior of the Service ("Incidents") by contacting Miro through the support ticketing portal at https://miro.com/contact/support/. Miro is committed to ensuring that each of our customers receive the necessary Support in the event of an Incident, but under our standard Enterprise Support Miro is not obligated to resolve such Incidents and reserves the right to determine the resolution of Incidents in its sole discretion. The fixed response times listed in the table below apply to enhanced Support offered under Premium Support.

B. Self-Service Knowledge Base. Miro may offer the Miro Support and Help Center or other publicly accessible blogs, forums or interactive features ("Self-Service Knowledge Base"). Any information submitted to this Self-Service Knowledge Base will be publicly available, so Customer is advised not to submit any confidential or sensitive information. The Self-Service Knowledge Base is not part of Support as provided by Miro.

**2. Premium Support**. In addition to the Support offered and procedures described in Section 1 (Enterprise Support) herein, the following additional terms will apply if Customer purchases Premium Support:

A. Incident Submission and Customer Cooperation. Customer may report Incidents, and assign an initial priority level to such Incident, by contacting Miro through the support ticketing portal at https://miro.com/contact/support/. Customer will provide all necessary information and cooperation to Miro as reasonably required for Miro to provide Support, including, but not limited to, the following information regarding the Incident:

- Aspects of the Service that are unavailable or not functioning correctly
- Incident's impact on Users
- Start time of Incident
- List of steps to reproduce Incident
- Relevant log files or data
- Description of any error message received
- Incident ID# (when specified by Miro)

B. Support Hours. Miro will provide Support during Miro's normal business hours (Sunday 10:00 pm – Saturday 3:00 am UTC), excluding Miro holidays ("Business Hours"), except that for Incidents classified as an "Urgent" Priority Level Miro will provide Support 24 hours/day, 7 days/week.

C. Incident Response. Upon Miro's receipt of Customer's report of an Incident, Miro's Support personnel will assign a final priority level ("Priority Level") to each Incident in their sole discretion and will notify Customer of any change from the initial priority level reported by Customer. Miro will provide responses to each Incident in accordance with the time frames listed in the table below.

| Priority Level | Description | Response Times | Status Updates |
|---|---|---|---|
| Urgent | The Service is inoperative or causes a complete failure due to critical issues in Miro's infrastructure, resulting in Service downtime. | 2 hours | Every hour |
| High | Incident is not classified as an Urgent Priority Level, and a Core Functionality | 4 Business Hours | Every 24 Business Hours |

| | | | |
|---|---|---|---|
| | of the Service is inoperative with no workaround available. | | |
| Medium | Incident is not classified as an Urgent or High Priority Level, and Users are unable to access a particular functionality of the Service, and/or there are minor bugs where a workaround is available. | 24 Business Hours | None |
| Low | Incident is not classified as an Urgent, High or Medium Priority Level and is of low impact to Users (e.g., functional or Documentation questions). | 48 Business Hours | None |

"Core Functionality" means a core feature of the Service, including the following:

- Registration and authorization
- Dashboard opening and Boards existing on it
- Creation, duplication, deletion and opening Boards
- Creation, editing, transformation, deletion, duplication of widgets: stickers, texts, links, shapes, resources (images, documents), frames, comments, preview widgets
- Board export
- Synchronous state of Board when more than one User works on it
- Invites and sharing
- Access rights changing
- Team creation
- Billing
- Guest access

D. Exclusions. Miro will have no obligation to provide Support to the extent an Incident arises from: (a) use of the Service by Customer in a manner not authorized in the Agreement or the applicable Documentation; (b) general Internet problems, force majeure events or other factors outside of Miro's reasonable control; (c) Customer's equipment, software, network connections or other infrastructure; or (d) third-party systems, acts or omissions.

**3. Supported countries & regions**

To the extent permitted by law, Miro reserves the right to not provide access to its products and services in countries and regions other than those listed below:

Albania
Algeria
Andorra
Angola
Antigua and Barbuda
Argentina
Armenia
Australia
Austria
Azerbaijan
Bahamas
Bahrain
Bangladesh
Barbados
Belgium
Belize
Benin
Bhutan
Bolivia
Bosnia and Herzegovina
Guatemala
Guinea
Guinea-Bissau
Guyana
Haiti
Honduras
Hungary
Iceland
India
Indonesia
Iraq
Ireland
Israel
Italy
Jamaica
Japan
Jordan
Kazakhstan
Kenya
Kiribati
Papua New Guinea
Paraguay
Peru
Philippines
Poland
Portugal
Qatar
Romania
Rwanda
Saint Kitts and Nevis
Saint Lucia
Saint Vincent and the Grenadines
Samoa
San Marino
São Tomé and Príncipe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone

Botswana
Brazil
Brunei
Bulgaria
Burkina Faso
Burundi
Cabo Verde
Cambodia
Cameroon
Canada
Central African Republic
Chad
Chile
China
Colombia
Comoros
Congo (Brazzaville)
Costa Rica
Côte d'Ivoire
Croatia
Cyprus
Czechia (Czech Republic)
Denmark
Djibouti
Dominica
Dominican Republic
Ecuador
Egypt
El Salvador
Equatorial Guinea
Eritrea
Estonia
Eswatini
Ethiopia
Fiji
Finland
France
Gabon
Gambia
Georgia
Germany
Ghana
Greece
Grenada
Kuwait
Kyrgyzstan
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Marshall Islands
Mauritania
Mauritius
Mexico
Micronesia
Moldova
Monaco
Mongolia
Montenegro
Morocco
Mozambique
Myanmar
Namibia
Nauru
Nepal
Netherlands
New Zealand
Nicaragua
Niger
Nigeria
North Macedonia
Norway
Oman
Pakistan
Palau
Palestine
Panama
Singapore
Slovakia
Slovenia
Somalia
Solomon Islands
South Africa
South Korea
South Sudan
Spain
Sri Lanka
Sudan
Suriname
Sweden
Switzerland
Taiwan
Tajikistan
Tanzania
Thailand
Timor-Leste
Togo
Tonga
Trinidad and Tobago
Tunisia
Türkiye (Turkey)
Turkmenistan
Tuvalu
Uganda
Ukraine (except Crimea, Donetsk, Kherson, Luhansk, and Zaporizhzhia regions)
United Arab Emirates
United Kingdom
United States of America
Uruguay
Uzbekistan
Vanuatu
Vatican City
Venezuela
Vietnam
Yemen
Zambia
Zimbabwe