Commvault® Cloud As-A-Service (SaaS) Customer Support Policies

OVERVIEW

Need help? We're here for you. The operation of your End User's backup solution is Critical to your business, and that's why we're committed to providing the timely support and resources you need. Commvault Cloud As-A-Service MSP offerings are covered by the best-in-class Commvault Support team.

COMMVAULT CLOUD SAAS CUSTOMER SUPPORT SLAs

Response to cases under the Commvault Cloud SaaS offering will be based on the assigned priority level. Please view the table for definitions of each level, with our SLA targets for response times and follow-up for each severity level.

As we assess each case together with the customer, Commvault reserves the right to reassign severity levels based on the surrounding circumstances.

CONTACT CUSTOMER SUPPORT

Access our self-service options 24/7 or our Commvault Cloud SaaS Customer Support by submitting a customer support case via the Commvault Support Portal. Customer Support is available 24/5 and Critical Support is available 24/7.

Available Resources:

- Knowledge Base & Self-Service
- Commvault Support Portal
- Email Customer Support

- Access the Commvault Cloud Platform
- Commvault Cloud SaaS Support Resources
- Commvault Cloud As-A-Service Documentation

Critical		High		Medium		Low	
Your system is inoperable or is at a severely reduced level of functionality, resulting in an adverse impact on normal business operations, and no immediate workaround or resolution is available. The customer support team will work on your case continuously until it's resolved.		You are experiencing intermittent failure or performance degradation, limiting your normal business operations. These incidents are time-sensitive and critical to productivity but do not cause an immediate work stoppage. No workaround is available, and operations can continue in a limited capacity.		Conditions are defined as a minor incident that can be worked around without major impact to your normal business operations.		You have general questions regarding a low impact issue.	
1 Hour response target	**4 Hours** follow-up	**2 Hours** response target	**8 Hours** follow-up	**4 Hours** response target	**24 Hours** follow-up	**24 Hours** response target	**48 Hours** follow-up

Please Note: The above severity follow-up time begins upon receipt of customer's update to an open Customer Support case.

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