



## TIBCO MASHERY® SERVICE LEVELS GUIDE

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TIBCO Mashery®

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# 1 Maintenance Service Levels

## 1.1 TIBCO Mashery Local Maintenance Level Options

Maintenance Level	Updates Only	Bronze (includes Updates)	Silver (includes Updates)	Gold (includes Updates)
TIBCO Mashery Local	N/A	Service Hours and Initial Response timeframe overridden per TIBCO® Mashery Service Levels in section 1.2.1c and 1.2.1d Standard Support	Service Hours and Initial Response timeframe overridden per TIBCO® Mashery Service Levels in section 1.2.1c and 1.2.1d Gold Support	Service Hours and Initial Response timeframe overridden per TIBCO® Mashery Service Levels in section 1.2.1c and 1.2.1d Gold Support

## 1.2 TIBCO Mashery Service Levels and additional terms

With the exception of 1.2.2, 1.2.3, 1.2.5, 1.2.6 or where specifically stated, the following sections apply to the TIBCO Mashery Service, TIBCO Mashery Local and TIBCO Mashery Professional. Gold support not available for TIBCO Mashery Professional.

### 1.2.1 Support Services:

- a. If Customer experiences an outage, failure, or problem with TIBCO Mashery (each, an "Issue"), Customer shall make a support request in the manner set forth herein (each, a "Case").
- b. In order to enable TIBCO to reproduce and address the Issue appropriately, the Case should include the following elements:
  - i. Concise summary of the issue Customer is reporting, including a timeline of when the issue was first observed.
  - ii. Business or technical impact statement
  - iii. Priority Level - Refer to the definitions set forth below and assign a priority level of P1 to P4 to the Issue
  - iv. Detailed reproduction information. For example, a Case regarding an API outage would include an exemplary API call with applicable details such as URL, HTTP Headers, Post Body, Credentials, etc.
  - v. Log files as appropriate (generally only applicable to TIBCO Mashery Local)

A Case will not be considered logged for purposes of the response times below if all applicable information set forth in (i) – (v) is not provided.

- c. Following receipt of the Case, TIBCO will respond in accordance with the following response times:

Issue Type	Definition	Standard Support Response Time	Gold Support Response Time
P1	The TIBCO Mashery Service is down in a production environment (product deployed in a production environment is unusable resulting in total disruption of use or outage of the TIBCO Mashery Service). This means that the TIBCO Mashery Service is compromised in a way that performance of Customer's APIs is severely impacted. The APIs cannot run in a normal way and partner/developer/application access to the APIs may not be possible. No workaround is available.	30 Minutes	15 Minutes
	TIBCO Mashling™	4 Hours	4 Hours
P2	A major feature or function failure, which results in the operation of the TIBCO Mashery Service being severely restricted. This means that normal operation of the Customer's API program is significantly impaired, but it may not be totally inoperative. For example, applications using the APIs may run normally, but new partners might not be able to be registered or issued keys. No workaround is available.	2 Business Hours (PST)	1 Hour
	TIBCO Mashling™	4 Hours	4 Hours
P3	The TIBCO Mashery Service will operate with limitations that are not critical to the overall operation. For example a workaround forces a user and/or a systems operator to use a time consuming procedure to operate the system; or removes a non-essential feature. This means that the Customer's API program is basically operative, but certain features may have stopped working as expected/documented. For example, a particular report may not be accessible.	8 Business Hours (PST)	4 Business Hours (PST)
	TIBCO Mashling™	24 Hours	24 Hours

	General product configuration/usage questions should use this Priority level.		
P4	The TIBCO Mashery Service can be used with only slight inconvenience. The Issue may be a simple bug with workarounds existing.	16 Business Hours (PST)	8 Business Hours (PST)
	Feature requests should be filed under this Priority level.		
	TIBCO Mashling™	24 Hours	24 Hours

In each instance of a P1 for Standard support customers and P1/P2 for Gold Support customers, Licensor will, after the initial response, within a time frame mutually agreed upon by the parties, provide Customer with an action plan for resolution of Issues.

d. Customer will report Issues in the following manner:

Standard Support		
	TIBCO MASHERY, TIBCO Mashery Local	<b>TIBCO Mashery Professional</b>

<b>P1</b>	TIBCO Support portal; Telephone Support 24x7	TIBCO Support portal; Telephone Support 24x7
<b>P2 – P4</b>	TIBCO Support portal; Email; Telephone Support available <b>Monday through Friday, 9 am through 5 pm, Pacific Time,</b>	Community Support Only

<b>Gold Support</b>	
	TIBCO Mashery and TIBCO Mashery Local only
<b>P1-P2</b>	TIBCO Support portal; Telephone Support 24x7
<b>P3 – P4</b>	TIBCO Support portal; Email; Telephone Support available <b>Monday through Friday, 9 am through 5 pm, Pacific Time, except for United States Federal holidays</b>

Reporting an issue using a different method than those shown above will result in delayed responses. The response times in the table above only apply to appropriately reported issues.

Issues initially assigned a lower priority level than P1 for Customers on Standard Support or P2 for Customers on Gold Support may be escalated to a higher priority level using the support telephone number.

**e. Support Contact Information** (subject to change upon written notice to Customer):

- i. TIBCO Support portal: <https://support.tibco.com>
- ii. Email: [support@tibco.com](mailto:support@tibco.com)
- iii. Telephone: To view the Support contact numbers please log into the TIBCO Support Portal and navigate to 'About Support' and then 'Contact Us'.

### Customer Responsibilities

- a. Proper support for TIBCO Mashery requires coordination with Customer personnel relating to certain details regarding Customer's systems and specifications. This section 2 describes certain steps required to ensure proper coordination.
- b. Access to the support services listed herein requires that Customer complete the Go-Live Process at least 7 days in advance of utilizing the TIBCO Mashery Service for production traffic. The Go-Live Process is included as a part of the project plan for implementation (as outlined in an Implementation Guide or Statement of Work, as applicable) and will be lead by TIBCO personnel leading the implementation process.
- c. In order to deliver the expected service availability, the TIBCO Mashery Service must be able to utilize any location in TIBCO Mashery's global network and may failover or reroute any Customer traffic via both automated and manual triggers. As such, if Customer is utilizing IP whitelisting as a means of securing communications with TIBCO Mashery, Customer must whitelist all locations used by TIBCO Mashery. TIBCO maintains a list of all such IP addresses on the following web page and will proactively notify Customer of pending changes at least 30 days in advance of the change:
- d. [http://support.mashery.com/docs/read/proxy\\_information/Security\\_Options#whitelist](http://support.mashery.com/docs/read/proxy_information/Security_Options#whitelist)
- e. Secure Sockets Layer ("SSL") certificate renewals must be provided a minimum of 7 business days in advance of the expiration of such certificate. In the event that such renewed certificate is provided to TIBCO fewer than 7 business days in advance of expiration, TIBCO cannot guarantee installation of such certificate prior to expiration. SSL certificate renewals can be coordinated with TIBCO Mashery support as set forth in Section 1(e).

### 1.2.2 System Maintenance:

- a. Scheduled maintenance is carried out between the hours of 9 pm – 10 pm Tuesday, Pacific Time. Licensor may change the maintenance window upon at least 5 business days prior written notice to Customer.
- b. All reasonable efforts are taken to ensure Traffic Management capabilities are unaffected during maintenance. Should maintenance include impact to production traffic, a notification will be sent out at least 5 business days in advance or as early as practicable.
- c. Licensor will also notify Customer of all scheduled maintenance at least 5 business days in advance of that scheduled maintenance, or with as much notice as possible in the case of an Emergency Maintenance window, which may be deemed critical by Licensor in order to ensure production stability or availability.
- d. In periods of scheduled maintenance to TIBCO Mashery Hosted Services, TIBCO Mashery Local API traffic will continue to operate normally, with the possible exception of certain cloud synchronization activities (e.g. policies, keys, service definitions, acceptance of reporting metrics). Licensor will notify Customers using TIBCO Mashery Local Edition of scheduled maintenance that will affect synchronization activities pursuant to the timelines in the preceding paragraph.

### 1.2.3 SLA Reporting:

- a. SLA reports will be made available by Licensor upon Customer's request.
- b. Service Outage event root cause analysis and corrective action reports are available to all affected Customers upon request.

### 1.2.4 Service Volume Management

- a. If Customer processes over 100 million API calls per month through TIBCO Mashery-branded Hosted Services, Customer must notify Licensor as set forth in paragraph 1(e) at least 30 days in advance should it anticipate API growth that would exceed its prior 30 day daily average by greater than 20%.

### 1.2.5 Customer Load Tests

- a. If Customer requires a load test using the TIBCO Mashery Service's based system, Customer must contact TIBCO Mashery support via the TIBCO Support portal (see paragraph 1(e)) at least 10 business days in advance of such load test. TIBCO may reject the scheduling of the load test based on the details of the test, as well as availability of resources. In such event, TIBCO will provide an alternate date within 5 business days of receipt of the request.
- b. TIBCO, at its discretion, may require Customer to perform load tests in non-production infrastructure and will inform Customer of required service changes which must be made in Customer's system, if any.
- c. Load tests that exceed Customer's contracted traffic volumes may require a formal professional services engagement and one time usage fees.
- d. TIBCO Mashery Professional Edition does not allow for customer load tests.

## 2 Software Services Uptime

### 2.1 TIBCO Mashery API Management Hosted Services Availability

Hosted Services availability will be monitored by Licensor's external 3<sup>rd</sup> party service level availability monitoring service on 1-minute interval cycles.

Hosted Services availability will be measured against Licensor's synthetic service level availability monitoring API endpoints, which measure availability of the core features of the service.

“Service Outage” is defined as when the monitoring service detects a failure on the monitored endpoint. Errors are triggered either by no response or unexpected content errors using a 3-strike methodology to remove cases of intermittent geographical network irregularities. The Service Outage period starts at the time such failure is reported and ends at the time the failure is cured.

Service Availability is defined as  $(1 - (\text{minutes of Service Outage} / \text{total minutes in a month})) * 100$ .

The Service Outage excludes downtime for scheduled maintenance.

Service credits will apply on a sliding scale as listed below:

<b>Service Availability of TIBCO Mashery - Branded API Management Network</b>		
<b>Below</b>	<b>But not Below</b>	<b>Monthly Service Credit (as a percentage of the effective monthly service fee)</b>
99.9%	99.5%	5%
99.5%	99.0%	10%
99.0%	98.5%	15%
98.5%	0%	25%

### 2.1.1 Service Credit Process:

- a. Credit requests must be submitted to Licensor within 30 calendar days of the end of the month during which TIBCO Mashery service availability was at a level that would give rise to Licensor’s service credit obligation.
- b. Each claim must include the following information, (a) Customer name, (b) contact’s name and contact information, (c) event details, including date of incident and (d) business impact details.
- c. Customer must submit the required information through a support case to TIBCO Mashery support.
- d. Licensor will acknowledge all claims within 5 business days and will review all claims within 10 business days of receipt. Customer will be informed by electronic mail whether the appropriate service credit claim will be granted or rejected. If rejected, the notification will specify the basis for rejection.
- e. Customer shall not be entitled to availability service credits if Customer fails to comply with paragraphs a and b above.
- f. Approved service level credits will be applied to the Customer’s bill during the billing cycle following the month in which the claim was approved.

### 2.1.2 Exclusive Remedies

- a. The provisions of this section state Customer’s sole and exclusive remedy for any service availability deficiencies of any kind and are in lieu of any remedies provided by TIBCO for Hosted Services.

## 3 Monthly Overages

### 3.1 TIBCO Mashery Cloud Traffic and TIBCO Mashery Local Overages

On a quarterly basis throughout the Hosted Services Term, Licensor will review Customer’s actual number of QPM’s consumed for each month of the previous quarterly period. If Customer exceeded the allowable number of QPM’s in a given month, Licensor will invoice, and Customer shall pay, the fees for the additional Number of Units required to cover the excess volume of QPM’s for each month during the previous quarterly period. The monthly fees for the excess QPM’s shall be calculated per the table below. The overage charge for each month shall be calculated by multiplying the resulting Number of Units in the last column below by the Monthly Fee per Unit.

Item Description	Unit	Monthly Fee per Unit	Number of Units
TIBCO Mashery® Cloud Traffic	5 x 1M QPM	\$750	Number of QPM's in excess of entitlement divided by 5 million and rounded up to the nearest whole number.

### 3.2 TIBCO Mashery Professional Overages

On a quarterly basis throughout the Hosted Services Term, Licensor will review Customer's actual number of QPM's consumed for each month of the previous quarterly period. If Customer exceeded the allowable number of QPM's in a given month, Licensor will invoice, and Customer shall pay, the fees for the additional Number of Units required to cover the excess volume of QPM's for each month during the previous quarterly period. The monthly fees for the excess QPM's shall be calculated per the table below. The overage charge for each month shall be calculated by multiplying the resulting Number of Units in the last column below by the Monthly Fee per Unit.

Total QPM's Consumed	Item Description	Unit	Monthly Fee per Unit	Number of Units
In the event Customer consumes more than the licensed QPMs' but less than 20M QPM, then the following pricing applies for all QPM in excess of the allowable QPM but less than 20M QPM	TIBCO Mashery® Professional Cloud Traffic	1 x 1M QPM	\$250	Number of QPM's in excess of entitlement divided by 1 million and rounded up to the nearest whole number.
In the event Customer consumes more than the licensed QPMs' and more than 20M QPM, then for all QPM's in excess of 20M QPM, the following pricing applies	TIBCO Mashery® Professional Cloud Traffic	5 x 1M QPM	\$2,500	Number of QPM's in excess of entitlement divided by 5 million and rounded up to the nearest whole number.