

**Attachment A**  
**“SEQERA LABS SUPPORT”**

**1.- Support Services**

Seqera Labs will provide support and maintenance on Nextflow, Nextflow pipelines and Tower Enterprise for Nextflow Software for up to the number of users specified on the applicable Order Form and/or purchase order (Designated Support Contacts) as follows. Support shall include (“Support Services”):

- (a) advice regarding the installation and use of Nextflow, Nextflow pipelines and Tower Enterprise for Nextflow software;
- (b) assistance in diagnosing problems experienced by Licensee in the installation and use of Nextflow and Tower Enterprise for Nextflow software;
- (c) to the extent possible (in Seqera Labs’ sole opinion) providing workarounds to resolve or mitigate the effect of any errors identified in Nextflow and Tower Enterprise for Nextflow software, and;
- (d) correction of any errors identified in Nextflow and Tower Enterprise for Nextflow Software.

**2.- Limitation on the Support Services**

Seqera Labs shall not be required to provide Support Services:

- (a) to any person who is not a Designated Support Contact;
- (b) in respect of any third-party product not included in Nextflow and Nextflow Tower software, except in the case of interfacing to a third party product specifically identified in the operating instructions or documentation of the Nextflow and Tower Enterprise for Nextflow software as being supported, to the extent so described;
- (c) in respect of any version of Nextflow and Nextflow Tower Enterprise software for which a later version has been generally available from Seqera Labs for more than six (6) months.
- (d) in respect of any issue for which an update or fix has been made available to Licensee and has not been installed or applied by Customer or;
- (e) in respect of any feature or function Licensee that is not licensed for use;
- (f) in respect of any issue in which Customer fails to respond to Seqera Labs’ reasonable request for further information or results within 14 days of the request, or;
- (g) in respect to the development of new features or custom integrations.
- (h) in connection with the use of the Software by Affiliates

**3.- Handling of Support Services requests**

In requesting Support Services, Licensee shall:

- (a) not permit anyone other than a Designated Support Contact to request technical support services from Seqera Labs;
- (b) have its own technical personnel (including Designated Support Contacts) use reasonable efforts to address or resolve issues before requesting technical support services from Seqera Labs;
- (c) promptly raise issues Licensee is unable to address or resolve itself with Seqera Labs’ technical support team;
- (d) reasonably designate the severity of each issue raised as a Critical Issue, Major Issue, Minor Issue or Other Issue according to their respective descriptions in the Agreement;

- (e) provide Seqera Labs’ technical support personnel with a complete description of each issue, the conditions under which it can be reproduced, and such diagnostic information as Seqera Labs reasonably requests in the diagnosis of such issue in a timely manner, and;
- (f) test any workaround, fix or diagnostic update Seqera Labs provides for an issue in accordance with Seqera Labs’ instructions in a timely manner, and;

update the versions of Nextflow and Tower Enterprise for Nextflow made generally available by Seqera Labs in a reasonably timely manner and in any event within six (6) months of the date such version is made generally available to Customer by Seqera Labs. Licensee shall raise Support Services: (1) primarily via the customer support web portal and email address provided by Seqera Labs and from time to time.

For each request made by Licensee, Seqera Labs shall provide a human (not automated) response to a Designated Support Contact within the Response Times with the current severity of the issue as set out below.

Seqera Labs may re-designate any open issue to a different severity level if it believes in its reasonable opinion that the severity currently assigned is not in accordance with the description below.

Licensee shall provide to Seqera Labs the usernames of the Designated Support Contacts.

**4.- Response and Resolution Times**

- a) In the case of a Critical Issue or Major Issue, and subject to Customer continuing to meet its payment obligations, Seqera Labs will respond within a 24-hour period and continue to use all reasonable efforts during the Support Hours until a successful resolution, workaround or fix is identified and supplied to the Client.
- b) In the case of a Minor Issue or Other Issue, and subject to Licensee continuing to meet its payment obligations, Seqera Labs will respond within a 48-hour period and aim to provide a resolution, workaround or fix as soon as possible during the Support Hours.

**5.- Support Hours and Severity Levels**

Support Days: Weekdays (Monday-Friday)

Support Hours: 3 AM to 5 PM (ET)

Critical Issue:	An issue resulting in a total loss of functionality of the installed Nextflow and Nextflow Tower Enterprise software in a production environment or of a significant proportion of the installed Nextflow and Tower Enterprise for Nextflow software in a production environment, and where no practical workaround exists. Does not include issues associated with installation of the Nextflow and Tower Enterprise for Nextflow software or its use in a testing, staging or other non-production environment.
Major Issue:	An issue resulting in the loss of, or a significant performance degradation of, a major function of the installed Nextflow and Tower Enterprise for Nextflow software in a production environment, and where no practical workaround exists. Does not include issues associated with installation of Nextflow and Tower Enterprise for Nextflow software or its use in a testing, staging or other non-production environment.
Minor Issue:	An issue resulting in performance degradation, loss or impairment of a minor function. An issue that would be considered a Critical Issue or Major Issue if a practical workaround did not exist. Issues regarding installation or in non-production environments which would be considered a Critical Issue or Major Issue if they occurred in a production environment.
Other Issue:	Any issue not defined as a Critical Issue, Major Issue or Minor Issue, including cosmetic defects, documentation errors, information requests, advice, and feature requests.