

HAProxy Support Terms

These Support Terms ("**Support Terms**") describe how the Customer gains access to Support and are incorporated by reference into the applicable Subscription and Services Agreement entered into by and between Customer and Company ("**Agreement**"). Capitalized terms used but not defined herein will have the meaning set forth in the Agreement.

ADDITIONAL DEFINITIONS

"**Defect**" means a clearly documented reproducible condition that materially impedes the functionality of the Software, whether resulting from a software bug, compatibility issue with supported environments, or configuration error within documented parameters.

"**Patch**" means an update to the software, typically to resolve an underlying Defect.

"**Workaround**" means a solution, often temporary, which restores Software to a working state without severely compromising the performance thereof. For the purposes of clarity, "severely" means more than 30% degradation in overall Software performance when using Workaround.

1. Support Services

The following Support services are covered herein for a Customer with a Support contract (Basic or higher):

- Assistance with Defect related issues and other emergencies
- Assistance with significant performance degradation in supported implementations
- Installation, configuration, and usage instructions for supported configurations
- Instructions for installing updates and patches
- Remote diagnosis of issues through supported tools
- Bug and enhancement reporting (e.g. error and document messages)

Support services are requested via:

- A support ticket through the Company's support portal (<https://my.haproxy.com/>)
- An email to support@haproxy.com

Support service responses are provided, at Company's discretion, via:

- Company's support portal (<https://my.haproxy.com/>)
- Phone or video call tools at the Company's discretion (e.g. Google Meet, Zoom)
- Email (support@haproxy.com)

The following Support services are not provided unless expressly stated in an Order Form:

- Modification to any Products
- Custom scripting
- Custom reporting
- Comprehensive Product training
- Integration of Products with third-party products or services
- System or Network design

- Hardware or environment support
- On-site assistance

Support request tickets or emails must contain all relevant information about a specific Defect or issue to enable Company to effectively render the Support services. Support is not provided via remote system access (e.g. AnyDesk, TeamViewer) or via direct access or use of Customer's network or systems.

All Support service requests made via email are classified as "Medium" by default in terms of Support Severity Level response times regardless of business impact and definition. A request with a lower or higher Support Severity Level must be made via the Support Portal (<https://my.haproxy.com>) where Customer may assign a different Severity Level based on business impact and definition.

2. Support Consultations (Consultative Support)

Customer with a Premium or greater Support contract can request Support consultations (i.e. Consultative Support), where Customer engages with a Company representative for informational matters, including:

- Software best practices
- General technical topics
- Architecture related discussions

Support consultations are intended to cover a specific topic requested by Customer and limited to the knowledge that can be reasonably communicated by the Company representative at the time of the consultation.

Support consultations must be requested as a Support ticket via:

- The Company's support portal (<https://my.haproxy.com/>)
- Email (support@haproxy.com)

Support consultations are provided, at Company's discretion, via:

- Company's support portal (<https://my.haproxy.com/>)
- Phone or video call tools at the Company's discretion (e.g. Google Meet, Zoom)
- Email (support@haproxy.com)

The following topics are not covered by a Support consultation and would only be provided as agreed to in an Order Form for professional services:

- Product training
- Site or Customer specific research
- Direct implementation or installation by Company representative
- Live or real-time troubleshooting
- Creation or delivery of new integrations, products, or capabilities
- Support consultations for Customers with a Basic Support contract

All Support consultation requests are considered Informational in terms of Support Severity Level response times. It is also generally expected that Support consultations are requested at least three (3) business days in advance of the desired meeting date. Company reserves the right to reschedule or cancel Support consultations.

3. Templates & Playbooks

Company may provide templates and playbooks which help Customer with the use of Software. These include:

- Ansible playbooks
- Terraform configuration files

- Sample code or configurations as part of documentation

Templates and playbooks are available to all Customers, but Support is only provided to Customers with a Premium or greater Support contract. Support for Templates and playbooks is provided on a reasonable effort basis, meaning Company will assist with these resources in the following ways as part of a Support consultation request:

- Checking task syntax in unmodified files, such as Ansible playbooks and Terraform configurations
- Assisting Customer with troubleshooting of module outputs, errors, and messages
- Confirming proper calls and usage of templates and playbooks

The following is not covered unless agreed to in an Order Form:

- Developing new Ansible playbooks or Terraform configurations
- Debugging complex or highly customized Ansible playbooks, roles, or Terraform modules
- Developing or troubleshooting custom plugins or extended modules
- Use of templates and playbooks in a manner unsupported by Company

4. Support Request Severity Levels

When submitting Support tickets, Customer must provide information about the Support service or consultation request to enable Company to evaluate whether the Defect, issue, or topic originates within the Software. Customer may categorize a Support request submitted through the Customer Portal (<https://my.haproxy.com>) with a Severity Level based on the business impact as outlined by the Support Severity Levels table below. All Support requests submitted via email are categorized as Medium by default regardless of business impact and definition.

All Support service requests will be validated by the Support team based on the information provided by the Customer. Validation only occurs during normal business hours except for any requests submitted via the Customer Portal (<https://my.haproxy.com>) categorized as Critical (which will be validated within 30 minutes of submission). Company reserves the right to adjust a Support ticket's severity level in its sole and absolute discretion.

SUPPORT SEVERITY LEVELS

| Severity Level | Business Impact & Definition | Examples |
|-----------------|--|---|
| Critical | <ul style="list-style-type: none">• Defects impacting critical or core business operations which render the Product's primary or redundant service unavailable with no Workaround | <ul style="list-style-type: none">• Production cluster is down• Software is crashing and causing a service outage• Data corruption is occurring• Customer users cannot access a primary application• Redundant cluster has a Defect causing crashing or intermittent outage |
| High | <ul style="list-style-type: none">• Primary services are unavailable however there is a known Workaround• Defects which impact important business Customer systems• Defects that cause a Product's primary service to become unavailable, but has a Workaround | <ul style="list-style-type: none">• A single node in a multi-node cluster has failed• Performance degradation that is not severe (>30% decrease)• Crash or failure which Company has provided an explicitly temporary Workaround |
| Medium | <ul style="list-style-type: none">• Loss of Product functionality, however Customer services remain available• Defects which impact Customer non- | <ul style="list-style-type: none">• A specific backend service is failing health checks incorrectly.• Issues with a non-critical feature or |

| | | |
|----------------------|--|--|
| | important systems <ul style="list-style-type: none"> Defects that cause partial loss of functionality with services remaining operational | module. |
| Low | <ul style="list-style-type: none"> Defects which do not cause loss of service Reproducible unexpected system behavior Missing errors, documentation, and messages | <ul style="list-style-type: none"> Reporting a minor bug or issue |
| Informational | <ul style="list-style-type: none"> Support consultations Playbook and template topics Requests for information Product questions and general inquiries | <ul style="list-style-type: none"> Playbook and Template questions Documentation inquiries Feature requests Inquiries about best practices |

5. Support Request Response Times

In most circumstances, a reply to Support service requests and Support consultations will be made in accordance with the Response Time set forth by the Response Time Table, which may include an explanation or Workaround, a request for more information, or other instructions for Customer.

Company's Support team provides support during Customer's normal business hours, with the exception of verified Critical Severity tickets submitted through the Support Portal (<https://my.haproxy.com>). During normal business hours, an initial reply to a Support request will be provided within the timeframe outlined in the Response Times for Support Requests table.

RESPONSE TIMES FOR SUPPORT REQUESTS

| Service Request Priority | Typical Response Time - Premium | Typical Response Time - Basic |
|---|---|-------------------------------|
| Critical | Within 30 minutes | 1 Business Day |
| High | 1 Business Day | 3 Business Days |
| Medium | 2 Business Days | 4 Business Days |
| Information | 3 Business Days | 5 Business Days |
| <i>Maintenance & Updates Provided</i> | Provision of Product Updates Communication of End-of-Life Schedule for older Product versions | |

Except as expressly set forth below, response times outlined in the table above are typical goals based on prior performance of the Support team and are not a guaranteed Service Level Agreement (SLA) and are non-binding. Actual response times may vary in the event of major outages, business continuity incidents, or other circumstances.

6. Service Credits

For the purposes of this section, all service credit calculations shall be based on a "Rolling 60-Day Period," which is defined as the 60 consecutive days immediately preceding the date of any given Response Time Failure. In the event that Company fails to meet the 30-minute response time as set forth in the table above ("Response Time Failure") for a Premium Support Customer with a validated Critical Service request, the Customer shall be eligible to receive a Service Credit. The Service Credit shall be an extension of the Customer's then-current Subscription Term, applied at no additional charge - but only with respect to the relevant Order Form directly affected by the Response Time Failure. The applicable Service Credit shall be determined based on the total number of Response Time Failures within any Rolling 60-Day Period, as follows:

SERVICE CREDITS

| Total Response Time Failures (in any Rolling 60-Day Period) | Total Service Credit (Extension of Subscription Term) |
|---|---|
| 1 | 1 Day |
| 2 | 3 Days |

The Service Credits are not cumulative from one tier to the next (eligibility for the 3-day credit replaces eligibility for the 1-day credit). To receive a Service Credit, the Customer must submit a request in writing to: escalation@haproxy.com within 30 days of the Response Time Failure that establishes eligibility for the credit. The request must include the date and time of the Response Time Failure and any other information reasonably required by Company to validate the claim. Service Credits set forth herein are Customer's sole and exclusive remedy, and Company's sole and exclusive liability, for any failure to meet the Response Time obligations. Notwithstanding anything herein to the contrary, Customer shall not receive a Service Credit for any failure caused, in whole or in part, by (1) Customer's failure to comply with all policies, procedures, instructions, and requirements for Support; (2) any failure of power, facilities, equipment, systems, or connections not provided by Company; (3) any event outside of the parties' reasonable control; (4) bandwidth saturation or other resource exhaustion or outage caused by malicious traffic such as viruses, worms, trojan horses, denial of service attacks, etc; (5) service suspension for non-payment of Fees by Customer; or (6) any material breach of the Agreement by Customer.

7. Patch Policy

In some instances, resolving a Support service issue may require a Patch to Software. Company has sole and absolute discretion to determine when and how to issue Patches and maintain End-of-Life schedules to Products and Software. However, in the event of a vulnerability being discovered to supported Software, Company will work to provide Patches within the timeframe outlined in the Patch Prioritization Table and as detailed in the Company Security Update Policy. A vulnerability specifically means a Defect or issue with Software which carries a security vulnerability which has been verified by the HAProxy Security Working Group to have a certain severity score from 0.1 to 10.0 based on the [NIST National Vulnerability Database](#) (NVD) Common Vulnerability Scoring System (CVSS) 4.0 methodology.

PATCH PRIORITIZATION TABLE

| Priority | Description | Timeframe |
|---------------|---|-------------|
| P1 (Critical) | Critical vulnerability (CVSS 9.0-10.0) OR High severity (CVSS 7.0-8.9) with active exploitation on mission-critical/customer-facing systems | <= 7 days |
| P2 (High) | High severity (CVSS 7.0-8.9) without active exploitation OR Medium severity (CVSS 4.0-6.9) on mission-critical/customer-facing systems | <= 30 days |
| P3 (Medium) | Medium severity (CVSS 4.0-6.9) on internal systems OR Low severity (CVSS 0.1-3.9) on mission-critical/customer-facing systems | <= 90 days |
| P4 (Low) | Low severity (CVSS 0.1-3.9) on internal systems or non-critical patches | <= 180 days |

A Customer with concerns about potential vulnerabilities should contact the HAProxy Security Working Group at security@haproxy.com.

8. Escalation Procedure

Escalations should be sent to escalations@haproxy.com and should include the Support service request number and detailed reason for escalation.

9. Customer Obligations

The Customer shall provide timely cooperation, feedback and assistance to Company in Company's efforts to provide Support. Customer will designate professionally skilled and authorized personnel who are trained in the use of and are knowledgeable about the Customer environment in which the Products operate to be responsible for reporting errors and receiving and implementing Support services from Company.

Such cooperation and assistance from the Customer shall include but is not limited to:

- Providing timely, complete and accurate information and documentation to Company

- Demonstrating or reproducing the error and performing diagnostic tests or other investigative assistance
- Access to Customer's designated personnel to work on Customer's equipment following a Support request
- Familiarity with Company's Products and supported usage in Customer environment
- Maintaining and updating secure systems which run Company's Products
- Using the Products in accordance with Documentation, supported usages and licensing as set forth in the Agreement
- Providing log files and other data only after confirming they do not contain any personal data or personally identifiable information
- Backing up all configurations and other Customer data

10. Limitations

HAProxy Community Edition is made available under an open source software license and is not provided as part of Customer's Subscription nor is it subject to the Support Terms or the Agreement. Company is not responsible for functionality, feature requests, or Support service requests related to HAProxy Community Edition. Company performs new package builds for the Product as frequently as daily for bug fixes and feature updates.

End of Life and End of Support information for all Company Products can be found at the Company documentation site:
<https://docs.haproxy.com>

Customer may only provide Company with information strictly necessary to facilitate the Support service request or Support consultation, such as the requestor's name and contact information. Customer agrees not to send Company any sensitive data, personal data, personally identifiable information, end-user data, or Confidential Information including, without limitation, in ticket descriptions, log files, debug dumps, or other files associated with a Support service request or Support consultation. Customer's transmission of files or data which may contain any of the foregoing, in whole or in part, must be in accordance with Company's Privacy Policy and/or Data Processing Agreement upon agreement by Company in each instance.

Effective Date: January 1, 2026