



# VergeSense Standard Support Policy

Version 1.6 — Updated October 29, 2025

VergeSense follows best practices to ensure that its systems (VergeSense Dashboard, VergeSense API, back-end and management software systems, email service, etc.) are operational at all times. This policy details VergeSense's support practices and resources available to our customers.

## Customer Support Hours

Customer Support Hours include weekdays (Monday-Friday) between 7AM and 12AM UTC (GMT+0). Any urgent requests received outside of Customer Support Hours will be handled on a priority/availability basis. Customer Support Hours do not vary by country or region, and may adjust due to regional holidays.

## Reporting Service/Product Issues & Effort Commitments

VergeSense will acknowledge all requests submitted via email or via <https://support.vergesense.com> within 8 business hours.

Customers can also request support by contacting their dedicated Customer Success Manager but might incur a delayed acknowledgement. Upon resolving an issue, the assigned representative will inform customers of the resolution and share a summary of the root cause if applicable. Customer may respond within three days to keep a ticket open if they do not believe the ticket is resolved.

### Definitions.

- **"Admin User"** means the user with administrative access to the Customer account.
- **"Error"** means a failure of the Services to operate in material conformance with their documentation and specifications but does not include failures that result from a disaster that requires a disaster recovery response or environmental issues such as power loss, faulty networking or theft of hardware.
- **"Fix"** means a temporary software patch designed to mitigate the impact of an Error, notwithstanding that the Error still exists.
- **"Plan"** means a description of the steps being taken by VergeSense to resolve the Error which includes: (i) a description of the skill sets of the VergeSense staff that have been assigned to work on the Error, (ii) a high-level description of the actions those staff are taking as part of the effort to resolve the Error, and; (iii) a preliminary technical plan for how the Error will be resolved.
- **"Upgrade"** means upgrades, improvements or changes to the Services designed to enhance operating performance without changing the basic functions of the Services and as made generally available by VergeSense at no additional charge to its licensees of the Services.
- **"Workaround"** means a feasible change in operating procedures whereby an end-user can avoid the deleterious effects of an Error without material

inconvenience.

Each reported Error shall be assigned one of four severity and priority classifications by VergeSense based on the Error descriptions below: Critical (P1), Major (P2), Medium (P3) or Low (P4). This classification determines the response time promised in remedying the Error, as described below:

| Level                                                                     | Definition & Example                                                                                                                                                                                                                                                                                                                                                                                                                                     | Weekday Response Expectation                                                                                       | Effort Commitment                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>P1</b><br>Critical / System down                                       | <b>Definition:</b> Refers to when VergeSense solution is down resulting in a loss of all capability for any set of users for which there is no suitable then-existing Workaround.; Security issues involving Customer data or exports.<br><br><b>This may include but not limited to:</b> Cloud platform unavailable, entire infrastructure offline/not reporting                                                                                        | Customer will receive initial response on next steps within <b>two (2) business hours</b> of case being submitted. | <b>Ongoing communication:</b> Once every <b>four (4) business hours</b><br><br><b>Resolution:</b> Respond to Customer with a Workaround or Plan for resolving Error within 48 hours of the initial response. VergeSense shall assign all necessary resources on a priority basis to resolve the Error and ensure that those resources work continuously on the Error until an actual resolution is provided. |
| <b>P2</b><br>Major issue                                                  | <b>Definition:</b> Issue significantly inhibits or impairs usability of VergeSense key features creating a moderate loss or degradation of services but can continue to reasonably function in an impaired manner, that is directly caused by an issue with the VergeSense software.<br><br><b>This may include but not limited to:</b> Users report slow response times to analytics portal. Charts / data visualizations appear to render incorrectly. | Customer will receive initial response on next steps, at latest, within <b>four (4) business hours</b> .           | <b>Ongoing Communication:</b> Once every <b>six (6) business hours</b><br><br><b>Resolution/Effort:</b> Continuous effort during business hours. VergeSense to respond to Customer with a Workaround or Plan for resolving the issue within 48 hours of initial response.                                                                                                                                    |
| <b>P3</b><br>Medium Issue                                                 | <b>Definition:</b> Issue or error that disables only certain non-essential functions of VergeSense Solution but that does not affect the normal operation or impediments of the Services.<br><br><b>Examples:</b> Complimentary beta features. Some, but not all, sensors offline. Routine map updates.                                                                                                                                                  | Customer will receive initial response on next steps, at latest, within <b>one (1) business days</b> .             | <b>Ongoing Communication:</b> Once daily<br><br><b>Resolution/Effort:</b> VergeSense to respond to Customer with a Workaround or Plan for resolving the Error within 5 business days of initial response but is issue dependent; the actual Fix for the Error may be included in the next regularly scheduled Upgrade or such other scheduled Upgrade as timing and planning permits.                        |
| <b>P4</b><br>Low issue / non-major issue affecting only a subset of Users | <b>Definition:</b> Intermittent Errors or Issues that do not materially affect normal operation of the Services.<br><br><b>This may include but not limited to:</b> any other inquiry/request that isn't a bug that is directly caused by the VergeSense software such as new feature requests or reporting                                                                                                                                              | Customer will receive initial response on next steps, at latest, within <b>two (2) business days</b> .             | <b>Ongoing Communication:</b> Once every two weeks<br><br><b>Resolution/Effort:</b> VergeSense to respond to Customer with a Workaround or Plan for resolving the Error within ten business days of initial response; the actual Fix for the Error may be included in the next regularly scheduled Upgrade or such other scheduled Upgrade as timing and planning permits.                                   |

VergeSense's resolution time commitments above are contingent on Customer meeting its assistance obligations set forth below. Any urgent requests received outside of Standard Business Hours (ie: evening and weekend hours for any severity levels) will be handled on a priority/availability basis.

#### Customer Obligations.

1. Technical Contacts. Customer will be responsible for (a) obtaining, maintaining, and configuring VergeSense Hardware (b) validating critical failures by testing that they are reproducible and providing VergeSense with all necessary documentation (such as screen shots and database query outputs), and (c) providing VergeSense with remote access to Customer's physical computers or virtual machines/workloads in the cloud, as needed, for providing Support Services.
2. Reasonable Assistance and Access. Customer must provide VergeSense with reasonable access to all necessary personnel and information and promptly answer all questions regarding Errors and other problems. VergeSense will have the right to access the Services for purposes of implementing Fixes and Upgrades and supporting the Services.

## Customer Available Notifications

### Device Alerts

Automated device alerts are set up and managed inside the VergeSense portal. Admin Users are the only users who receive hardware alerts AND must opt-in to receive them. You can activate these alerts by going to Settings > Account and checking the "Email Alerting Options" box:

- Device outage alerts are sent 24hrs after any noticed downtime from a gateway or PoE sensor.
- Low battery alerts (for wireless sensors only) can be sent on a weekly or monthly basis.

### Platform or API

For Platform or API issues affecting all customers, Customer will be notified by VergeSense of an internally flagged issue. VergeSense recommends any Admin Users to subscribe to real time updates and alerts from StatusPage (<https://vergesense.statuspage.io/>).

Updates will be provided regularly per the priority and severity table above through resolution by Engineering once a system wide alert is triggered.

## Feature Requests

Customers are welcome to request features that are unique and specific to their needs. These feature requests, however, are not guaranteed to be part of the technology update plans. VergeSense reserves the right to develop these features, and -- if significant development resources are required to satisfy them -- discuss out-of-band development schedules and additional pricing with the relevant Customer decision-making personnel.

Feature requests can be submitted via an email to your VergeSense Customer Success Manager. Customers will receive an acknowledgement of the feature request **within fifteen (15) business days**.

## Platform & API Uptime SLA

VergeSense commits to maintaining 99.9% uptime of the VergeSense dashboard and API and 99.9% data availability within the VergeSense platform. Current status of the VergeSense Analytics Platform and API is visible 24/7 at <https://vergesense.statuspage.io/>.

VergeSense's Service Level Agreement (SLA) can be found here: [VergeSense Service Level Agreement \(SLA\)](#)

## Self-Service Support / Online Help

VergeSense provides a comprehensive knowledge base to help users with additional training or troubleshooting issues on their own. Please use the "Support" link when logged in on the VergeSense portal to be redirected to our Knowledge Base. You can also access the Knowledge Base at <https://support.vergesense.com>.

To submit a new support request, you can email [support@vergesense.com](mailto:support@vergesense.com) or submit a ticket online by clicking "support" when logged in and "Submit a request" on the top right.



VergeSense also uses Intercom to provide chat support on both the website and analytics application. Response times are not real time and will follow regular SLAs.

## Scheduled Software Updates & Maintenance

VergeSense will release regular software updates to customers to resolve issues and launch new features. API Enhancements will be made on a best effort basis to notify users on additions, changes and impacts on any API updates at least 6 months in advance.

- **New Feature** requests are included as part of common product evolution will be made known to Customer and can be expected to be deployed in major releases, in timescales of **months**. In order to minimize the risk of service interruption, major releases happen outside of Standard Business Hours where the devices are deployed.
- **Feature Enhancements** are included in biweekly releases and are non-major improvements or enhancements to existing functionality. Smaller features and fixes may be released continuously, including during working hours. All changes go through a QA process and staging environment to help ensure the stability of the changes.
- **API enhancements** are considered in two groups: breaking changes and non-breaking changes. For breaking changes, we will make a best effort to notify 6 months in advance of the change. We will continue to use our API versioning system to minimize any breaking changes to the API.
  - "Non-breaking changes" means changes to the API that do not impact previously built uses of the API including adding attributes to an existing JSON response to the API and adding new endpoints to our API.
  - "Breaking change" means changes to the API that could impact previously built uses of the API including renaming or removing or modifying existing JSON attributes including when the data type of the value is changed (ie: from a string to an array).

## Hardware Device Updates and Maintenance

VergeSense will update device firmware if there are security updates/patches required or if enhancements to device logic have been made. These updates are rare, in timescales of months, and will happen outside of Standard Business Hours where the devices are deployed. Outside of required patch updates, there is no scheduled downtime or maintenance time for VergeSense hardware devices.

Patching and firmware update process is done via the device management gateway,

which is a part of the deployed VergeSense system. This device management gateway will initiate a query to the VergeSense cloud to search for a queued up new firmware release or patch. If new updates exist, the device manager will download and administer the updates to all sensor devices in the network of that gateway.