Airia Support Overview

Last Updated: August 4th, 2026

This Support Services Overview ("**Support Overview**") applies to the Support Services listed on an Order Form and is in addition to and incorporated into the Agreement by reference. All capitalized words used but not defined have the meaning given to them in the Airia Service Terms at https://trust.airia.com/resources.

1. **Airia Support Services.** Airia will provide Support Services as further detailed in this Support Overview. The table below provides details on hours of availability, how Customer may contact Airia support, and the resources available.

2. **Airia Support Services.** Airia offers two tiers of Support Services:

   2.1. Basic Support. This is included with all active Software Services subscriptions. If no tier is identified on an Order Form, Basic Support applies.

   2.2. Enhanced Support. This tier is included where specified on an Order Form.

   2.3. Support Tickets. To use the Support Services, Customer must submit a support request through a Support Contact via the Airia support portal or by email at support@airia.com. Support Services are provided in the English language; other languages may be available from time to time but are not guaranteed. Airia does not provide standby support, dedicated on-call resourcing, or named engineering resources as part of either tier.

3. **Coverage.** The table below provides details on hours of availability, how Customer may contact Airia support, and the resources available under each tier.

Support Services Category	Basic Support	Enhanced Support
Availability	24/7 AI agent chat support Regional support from 9am – 5pm based on Airia support team's local time zone, Monday – Friday*	Basic Support plus: 24/7/365 coverage for Severity 1 issues
Communication Channels	Airia Support Portal Email (support@airia.com)	Basic Support plus: Designated escalation contact**
Available Resources	Self-Service Help Center (in platform) AI agent chat support (in platform) Airia Support Portal Airia Community Support	Basic Support plus: Quarterly Service Review (remote)** Root Cause Analysis on Severity 1 issues
Support Contacts	Up to 2	Up to 5

*Subject to local holidays based on the Airia support team member's location.

This will be provided by the Technical Account Manager ("TAM**") where Customer has an active subscription for a TAM.

4. **Support Contacts.** Customer will designate named individuals who are authorized to submit support requests to Airia on Customer's behalf ("**Support Contacts**"), up to the limits set out in the table above. Customer may change

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its Support Contacts from time to time by notifying Airia through the support portal. Customer will ensure that each Support Contact has a working familiarity with the Software Services and uses the Software Services as part of their role. Airia is not obligated to accept or respond to support requests submitted by individuals other than designated Support Contacts.

5. Scope.

5.1. Included in Support Services. The Support Services include general guidance and assistance with the identification, investigation, and correction of issues, errors and any non-conformity of the Software Services with the Documentation. While Support Services do not include code-fixes, the Airia support team will work with Customer to provide an alternative solution to maintain the Software Services' performance where appropriate, until a code-fix is deployed pursuant to Airia's development cycle. All Support Services will be performed remotely.

5.2. Excluded from Support Services. The Support Services do not include: (a) implementation, customization, integration, agent creation, training, prompt engineering, or configuration-related assistance; (b) any assistance with Customer Applications or Third-Party Services (including any third-party AI models, model providers, or APIs and any issues relating to model availability, latency, output quality, hallucinations, accuracy, or rate limits); (c) issues caused by Customer-created agents, prompts, workflows, configurations, or Content (including fine-tuning data); (d) issues caused by use of unsupported versions or a failure to apply Updates; (e) issues caused by Customer's network, infrastructure, identity provider, or other Customer-controlled systems; (f) beta, alpha, preview, or other pre-release features; (g) recovery of Content lost or corrupted due to Customer actions or omissions; or any services not listed in this Support Overview. If Customer requires services that are outside the scope of the Support Services, Airia may provide the requested services, subject to the Parties entering into a Statement of Work.

6. Severity Classifications. Airia will assign a Severity Classification to each support request, determined by Airia in its reasonable discretion based on the definitions and examples below. Customer and Airia will discuss in good faith any disagreement regarding Severity Classification, but the final determination rests with Airia. Severity 1 issues may require Customer to make resources available to work with Airia on a continuous basis until the issue is resolved or downgraded.

Severity Classification	Definition	Illustrative Examples
Severity 1 – Critical	The Software Services are unavailable, or a core feature in production is substantially non-functional, no commercially reasonable workaround is available, and the issue is causing material impact to Customer's business operations.	System-wide inaccessibility of the Software Services in production; agent execution failure across all production workloads; core orchestration or routing functionality entirely unavailable; production API endpoints documented in the Documentation entirely unavailable.
Severity 2 – High	Major functionality of the Software Services in production is significantly impaired, the impact on Customer is significant, and any available workaround is burdensome or only partial.	Functionality impacting greater than 50% of Users; intermittent occurrence of Severity 1 conditions; significant performance degradation affecting production workloads; failure of a major documented integration or connector.
Severity 3 – Medium	Functionality of the Software Services is impaired in a manner that has limited impact on Customer's use; a reasonable workaround is available; or the issue affects a non-production environment.	Specific documented feature is degraded but a reasonable workaround exists; issue affects fewer than 50% of Users; specific technical configuration issue; non-production environment issue.
Severity 4 – Low	Cosmetic issues, documentation questions, "how-to" inquiries, feature	Cosmetic UI issues; errors in Documentation; general "how-to" questions; feature

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Severity Classification	Definition	Illustrative Examples
	requests, or other issues with no material impact on Customer's use of the Software Services.	enhancement requests; routine non-technical inquiries.

7. **Response Goal Times.** Airia will use commercially reasonable efforts to provide Support Services in accordance with the Response Goal Times set out below. "**Response Goal Time**" is the estimated time for a response from Airia to Customer to acknowledge the issue and to begin investigation. Response Goal Times are not commitments regarding resolution time.

Severity Classification	Basic Support Response Goal Time	Enhanced Support Response Goal Time
Severity 1 – Critical	8 Business Hours	4 hours (24/7)
Severity 2 – High	16 Business Hours	8 Business Hours
Severity 3 – Medium	2 business days	16 Business Hours
Severity 4 – Low	3 business days	24 Business Hours

"**Business Hours**" means the standard working hours (9 am – 5 pm) of Airia's assigned regional support team, Monday through Friday, excluding local holidays. Response Goal Times and Airia's ability to investigate, diagnose, and resolve a reported issue are at all times conditional on Customer's compliance with **Section 11.** The Response Goal Time clock is tolled during any period in which Customer has not complied with **Section 11**.

8. **Resolution Efforts.** Following acknowledgment, Airia will use commercially reasonable efforts to investigate and, where appropriate, provide a resolution or workaround for the reported issue. For Severity 1 and Severity 2 issues, Airia will continue to work toward a resolution or workaround on a continuous basis during applicable support hours (and, for Enhanced Support Severity 1 issues, on a 24/7 basis) until a resolution or commercially reasonable workaround is provided or the issue is downgraded. Airia does not commit to specific resolution or fix timeframes. Resolution depends on the nature, complexity, and root cause of the issue, which may involve factors outside Airia's control, including Third-Party Services, Customer Applications, Customer-created agents or configurations, and Customer's environment. In some cases, a permanent resolution may require an Update delivered pursuant to Airia's standard product release cycle. Where Airia provides a corrective measure, workaround, or fix, Customer is responsible for promptly testing such corrective measure.

9. **Escalation.** If Customer believes a support request has not received an appropriate response, Customer may escalate the request using the escalation function in the Airia support portal. Enhanced Support customers may also escalate via their designated Airia escalation contact. Escalation does not modify the applicable Response Goal Time but causes the request to be reviewed by Airia support management.

10. **Enhanced Support Entitlements.** Enhanced Support entitlements that are quantified (including the Quarterly Service Review) are provided on a per-Subscription Term basis. Such entitlements are non-transferable, do not roll over to any subsequent term, and are forfeited if not requested and scheduled by Customer within the applicable Subscription Term. It is Customer's responsibility to request and schedule such entitlements.

11. **Customer's General Responsibilities.** Customer shall: (a) designate and maintain Support Contacts; (b) report errors promptly; (c) provide sufficient information for Airia to duplicate the circumstances of a reported defect or duplicate the error; (d) cooperate with Airia in finding a resolution for the issue; (e) for Severity 1 issues, make Customer personnel reasonably available on a continuous basis until the issue is resolved or downgraded; (f) deploy Updates in a timely manner as directed by Airia where necessary to resolve reported issues in On-Premises Environments or Private Cloud Environments; (g) permit the timely deployment of Updates by Airia in Cloud Prem Environments or dedicated SaaS Environments where necessary to resolve reported issues; (h) testany fixes or alternative solutions provided by Airia; and (i) carry out any actions necessary at Customer's facilities as reasonably requested by Airia for the rectification of errors or malfunctions.

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12. **Environment Access.** Customer has sole discretion whether to allow Airia to access Customer's tenant environment. In some circumstances, not granting the Support team access to Customer's tenant environment may slow or inhibit troubleshooting and may toll applicable Response Goal Times. If Customer elects to grant access, it is Customer's sole responsibility to provide the access and remove when appropriate.
13. **Disclaimer.** Airia does not guarantee that Support Services will resolve all issues reported by Customer. In view of the variety and scope of issues that may arise, target response times cannot be guaranteed, although reasonable efforts will be made to minimize disrupted access to the Software Services. Airia will not be responsible for any actions performed at the request of Customer. In some cases, perceived issues may require an Update. These instances are outside the scope of this Support Overview.

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