Support Policy

VERSION 1.0 · EFFECTIVE OCTOBER 1, 2026

About this policy

This Support Policy describes the support StitchOps, Inc. ("StitchOps") provides for the Service under the StitchOps Master Subscription Agreement at **https://www.stitchops.io/legal/msa** (the "Agreement"). Capitalized terms not defined here have the meanings given in the Agreement. Support described here is included in every subscription. An Order Form may add support, such as a shared Slack channel or a named contact, and the Order Form controls where it does.

1. Support hours and channels

1.1 **Support hours.** Support is staffed Monday through Friday, 9:00 a.m. to 5:00 p.m. US Eastern Time, on Business Days ("Support Hours"). The Service and Digital Workers run 24 hours a day, 7 days a week, whether or not support is staffed.

1.2 **How to reach support.** Email **support@stitchops.io** during Support Hours. Where an Order Form includes a shared Slack channel, Customer may also raise issues there. For a Severity 1 issue, put "Severity 1" in the subject line.

1.3 **Security and privacy.** Report suspected security issues to **security@stitchops.io** and privacy requests to **privacy@stitchops.io**.

2. Severity levels

StitchOps assigns a severity to each case based on its business impact, considering the severity Customer proposes. StitchOps may change the severity as

it learns more, and will tell Customer when it does.

2.1 **Severity 1 (Critical).** The Service is unavailable, or production workflows are failing broadly, with no workaround. Examples: Customer cannot sign in to the Control Plane; all Digital Workers are disconnected because of a StitchOps issue; onboarding and offboarding workflows fail for every run.

2.2 **Severity 2 (High).** A production workflow or core feature is failing or badly degraded, with no reasonable workaround, while the rest of the Service works. Examples: one offboarding workflow fails on every run; scheduled runs do not start; a connection to a supported identity provider fails.

2.3 **Severity 3 (Normal).** A problem with limited impact or a reasonable workaround. Examples: a workflow fails intermittently and succeeds on retry; a report or the console shows incorrect information; one User cannot reach a feature.

2.4 **Severity 4 (Low).** A question, documentation request, or feature request. Examples: how to configure a workflow step; a request for a new connector.

3. Initial response targets

StitchOps will use commercially reasonable efforts to send an initial response, from a person, within these targets, measured during Support Hours from when StitchOps receives the case:

(a) **Severity 1:** within 2 business hours.

(b) **Severity 2:** within 4 business hours.

(c) **Severity 3:** within 1 Business Day.

(d) **Severity 4:** within 2 Business Days.

For Severity 1 and 2 cases, StitchOps will work continuously during Support Hours until a fix or workaround is in place and will update Customer at least every 4 business hours for Severity 1 and at least once each Business Day for Severity 2.

Targets are for initial response, not resolution, because resolution depends on the cause, including causes in Customer Systems.

4. Escalation

If a case is not progressing, Customer may ask for escalation by replying to the case email with "Escalate" in the subject line. Escalations go first to the support lead, then to the Chief Technology Officer, then to the Chief Executive Officer. StitchOps will acknowledge an escalation within one business hour during Support Hours.

5. Customer responsibilities

To help StitchOps resolve cases quickly, Customer will:

(a) name the workspace, workflow name or ID, execution ID and time, and Digital Worker affected, and describe what it expected and what happened;

(b) keep a contact available during work on a Severity 1 case;

(c) operate and maintain the Execution Infrastructure it provides, including network access, capacity, and installing Digital Worker updates StitchOps makes available;

(d) keep Credentials current and tell StitchOps about planned changes to Customer Systems that its workflows depend on; and

(e) never send Credentials, or screen content from a Customer System, in a support case. Screenshots of the StitchOps console are welcome.

6. Changes to Customer Systems

Customer Systems can change their screens, APIs, or access controls without notice. When a change breaks a workflow, StitchOps will use commercially reasonable efforts to update the affected integration as part of support, as

described in Section 3.2 of the Agreement. The case severity reflects the business impact.

7. Maintenance

7.1 **Planned maintenance.** StitchOps schedules planned maintenance on the Control Plane for low use hours, normally between 10:00 p.m. Saturday and 4:00 a.m. Sunday US Eastern Time, and plans it to minimize the effect on scheduled workflows.

7.2 **Notice.** StitchOps will give Customer administrators at least 5 Business Days notice by email before planned maintenance that is expected to interrupt the Control Plane, with the expected start and duration.

7.3 **Emergency maintenance.** StitchOps may perform emergency maintenance at any time to protect the security or stability of the Service, with as much notice as is practical, and will explain the reason afterward.

8. Incidents and status

StitchOps announces incidents that affect the Service by email to Customer administrators. After a Severity 1 incident caused by the Service, StitchOps will provide a written incident report on request, describing the cause, impact, and steps taken to prevent a recurrence.

9. Uptime commitment

This Support Policy does not include an uptime commitment or service credits. An uptime commitment applies only if an Order Form states one, as described in Section 2.3 of the Agreement.

10. What support does not cover

Support does not cover (a) Customer's Execution Infrastructure, networks, or Inference Services; (b) Third Party Products and Customer Systems, except as described in Section 6; (c) Pilot Services, unless an Order Form says otherwise; (d) issues caused by use that is not in line with the Agreement or Documentation; or (e) Professional Services, such as building new workflows, which are covered by an Order Form or Statement of Work.

11. Changes to this policy

StitchOps may update this Support Policy as described in Section 15.10 of the Agreement, including at least 30 days notice before a material change, and will not materially reduce the support Customer purchased during the then current term. Prior versions are kept at **https://www.stitchops.io/legal/archive**.

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