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Fabric Support and Maintenance Terms.

Online Service Terms under the Weaver Master Services and Subscription Agreement. Support hours, priority levels, response targets and hosting terms for Fabric.

Online Terms | Version 1.0

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Available at goweaver.ai/legal/support

Fabric Support and Maintenance Terms

These Fabric Support and Maintenance Terms (the “Support Terms”) are Service Terms under the Weaver Master Services and Subscription Agreement posted at goweaver.ai/legal/msa (the “Agreement”) between Weaver AI US Inc. (“Weaver”) and Client. They describe the support and maintenance services Weaver provides for Fabric and the Apps that Client subscribes to under an Order Form, and apply by their own terms to each Order Form for Fabric Subscription Services. Capitalized terms not defined here have the meaning given in the Agreement.

These Support Terms apply to Fabric as a Weaver-hosted Subscription Service. Support for Fabric deployed in a Client-controlled environment, and any support level, service level or service credit that differs from these Support Terms, applies only if stated in an Order Form, as provided in Section 4.4 of the Agreement. The version of these Support Terms that applies to an Order Form is the version posted on the effective date of that Order Form, as provided in Section 1.3 of the Agreement.

1. Definitions

“Acknowledgment” means the automated confirmation issued by Weaver’s support system that a Support Request has been received and logged, including a ticket identifier and an initial Priority Level. An Acknowledgment is generated automatically and is not an Initial Response.

“App” means an application built on and delivered through Fabric that is identified in an Order Form as a supported App.

“Business Day” means Monday through Friday, excluding Weaver Holidays.

“Business Hour” means one hour falling within Support Hours.

“Error” means a reproducible failure of Fabric to perform materially in accordance with its Documentation.

“In-App Channel” means the support function built into Fabric and made available within each deployed App, through which Authorized Users submit P2, P3 and P4 Support Requests.

“Initial Response” means the first communication to Client from a qualified Weaver support engineer confirming the Priority Level of a Support Request and that work on it has begun. Initial Response targets are measured in Support Hours and are targets, not guarantees. An Initial Response is not a commitment to resolve a Support Request within any specified time.

“Maintenance Window” means a period notified under Section 9 during which Weaver may perform scheduled maintenance on Fabric.

“Named Contact” means an individual designated by Client under Section 7 who is authorized to submit P1 Support Requests through the P1 Channel and to act for Client on any Support Request.

“P1 Channel” means the email address support@goweaver.ai, reserved for P1 Support Requests.

“Priority Level” means the classification of a Support Request as P1, P2, P3 or P4 under Section 6.

“Support Channel” means the P1 Channel or the In-App Channel, as applicable under Section 4.

“Support Hours” means 9:00 AM to 8:00 PM US Eastern Time on Business Days.

“Support Request” means a request submitted through the applicable Support Channel reporting an Error or seeking assistance with the supported use of Fabric.

“Update” means any patch, fix, enhancement or new version of Fabric that Weaver makes generally available to its clients on the same product tier without separate charge.

“Weaver Holidays” means the days listed in Section 14 for the calendar years shown and, for later years, the holidays Weaver publishes under Section 5.3.

“Workaround” means a change in procedure, configuration or usage that avoids or materially reduces the effect of an Error without necessarily correcting its cause.

2. Scope of support

2.1 **Supported Services.** Weaver will provide the support and maintenance services described in these Support Terms for Fabric and each App identified in an Order Form during the Subscription Term for that App.

- 2.2 **What Support Covers.** Support covers: (a) diagnosis and correction of Errors in Fabric and the Apps; (b) guidance on the supported configuration and use of Fabric and the Apps in accordance with the Documentation; (c) delivery of Updates in accordance with Section 8; and (d) operation of the hosted Fabric service in accordance with Section 12.
- 2.3 **Exclusions.** Support does not cover: (a) Client Data, Prompts or the accuracy, completeness or suitability of Output, which are addressed in Sections 7.2 and 11.5 of the Agreement; (b) Third Party Services, including third-party AI Models, connectors and identity providers, and changes to their availability or behavior; (c) customizations, integrations or code not developed by Weaver, or developed by Weaver but modified by Client or a third party; (d) issues caused by use of Fabric other than in accordance with the Documentation or the Agreement; (e) training, Professional Services or new feature development, which are available under a separate Ordering Document; and (f) Client's own infrastructure, network, identity provider or end-user devices.
- 2.4 **Out-of-Scope Requests.** Where Weaver reasonably determines that a Support Request falls outside the scope of these Support Terms, Weaver will notify Client and may offer to address it as Professional Services under a separate Ordering Document.

3. Classification of Fabric

- 3.1 **Nature of Fabric.** Fabric and the Apps are business productivity software that assist Client's personnel in knowledge work. They are designed to be used alongside, and not as a replacement for, Client's systems of record, and with the human review described in Section 11.3 of the Agreement.
- 3.2 **Prohibited Uses.** Client acknowledges that Fabric is not designed, tested or licensed for use in any application where failure or unavailability could lead to death, personal injury, or severe physical, environmental, legal or financial harm, or where continuous availability is required for Client's operations to continue, and Client will not use Fabric for any such purpose. Use of Fabric in breach of this Section 3.2 is use in a manner not contemplated by the Agreement for the purposes of Section 12.2 of the Agreement, and is subject to Section 5.2 of the Agreement.

- 3.3 **Different Support Terms by Order Form.** Where Client requires a different level of support for a specific App because of the way Client intends to use it, the parties may agree different support terms in an Order Form, which will apply in place of the corresponding provisions of these Support Terms for that App.

4. Support Channels and intake

- 4.1 **Support Channels by Priority.** Support Requests are submitted through two Support Channels, according to Priority Level: (a) P1 Support Requests are submitted by a Named Contact by email to the P1 Channel, support@goweaver.ai, so that a production outage can be reported even when the App itself cannot be reached; and (b) P2, P3 and P4 Support Requests are submitted by an Authorized User through the In-App Channel within the affected App. Both Support Channels are open at all times.
- 4.2 **Misrouted Requests.** Where a request is submitted through a Support Channel other than the one applicable to its Priority Level, Weaver will still log and Acknowledge it, will assign the Priority Level that the reported facts support under Section 6, and will progress it through the applicable Support Channel. Weaver may ask Client to use the applicable Support Channel for future requests. A request submitted to the P1 Channel that does not meet the P1 definition will be handled as a P2, P3 or P4 Support Request, and the corresponding Initial Response target applies.
- 4.3 **Acknowledgment.** Weaver's support system will issue an Acknowledgment for each Support Request, whichever Support Channel is used, within 15 minutes of receipt, at any time of day, including outside Support Hours. The Acknowledgment will state the ticket identifier, the initial Priority Level assigned, that the reply was generated automatically, and how to request review by a Weaver support engineer.
- 4.4 **Automated Tools and Internal Service Learning.**
- (a) **Triage and Automated Diagnostics:** Weaver uses automated and AI-based tools to log, classify, and triage Support Requests and gather diagnostic information. Automated replies will be clearly identified. Any third-party artificial intelligence tools or APIs used in support intake operate in isolated processing environments and are strictly prohibited from storing, retaining, or

using Client Data, diagnostic data, or ticket content to train external or third-party models.

- (b) **Internal Service Optimization:** Client acknowledges and agrees that Weaver may process ticket history, diagnostic data, and Support Requests within Fabric's internal AI infrastructure solely to train, tune, and optimize Weaver's platform-native support automation, internal models, and service delivery capabilities. All such learning and model tuning occur strictly within Weaver's secured environment, no Client Data is shared with or transferred to any third party, and no third-party models are trained.
- (c) **Human Engineer Review:** Client may at any time request that a Support Request be reviewed by a Weaver support engineer, and Weaver will not require Client to complete any automated step before doing so.

- 4.5 **Contents of a Support Request.** Each Support Request should include: the App and environment affected; the date, time and time zone the issue was observed; a description of the issue and its business impact; the steps to reproduce it where known; any error messages or screenshots; and the Priority Level Client proposes.
- 4.6 **No Telephone Support.** Weaver does not provide inbound telephone support under these Support Terms. Weaver may, at its discretion, contact Client by telephone or video conference to progress a Support Request.
- 4.7 **Changes to Support Channels.** Weaver may change the P1 Channel address or the location of the In-App Channel on 30 days' notice through the Support Channel or the Documentation, provided the replacement is available to Client without additional charge. Where the In-App Channel is unavailable because of an Error in Fabric, Client may submit any Support Request to the P1 Channel until it is restored.

5. Support Hours

- 5.1 **Support Hours.** Weaver support engineers respond to Support Requests during Support Hours, which run from 9:00 AM to 8:00 PM US Eastern Time (6:00 AM to 5:00 PM US Pacific Time) on Business Days. Support Requests may be submitted, and will be Acknowledged, at any time.

- 5.2 **Measurement of Targets.** Initial Response targets in Section 6 are measured in Business Hours from the time of Acknowledgment. Where a Support Request is Acknowledged outside Support Hours, the measurement period begins at the start of the next Support Hours window.
- 5.3 **Weaver Holidays.** Weaver Holidays for 2026 and 2027 are listed in Section 14. Weaver will publish its Weaver Holidays for each subsequent calendar year at goweaver.ai/legal/support no later than December 1 of the preceding calendar year. If Weaver fails to publish the holiday schedule for a subsequent calendar year by December 1, the official U.S. federal holiday schedule for that year will apply by default until Weaver publishes its schedule. Where a holiday falls on a Saturday, it is observed on the preceding Friday; where a holiday falls on a Sunday, it is observed on the following Monday.

6. Priority Levels and Initial Response targets

- 6.1 **Priority Levels and Targets.** Each Support Request will be assigned one of the following Priority Levels. Weaver will use commercially reasonable efforts to provide an Initial Response within the target shown.

Priority	Definition	Initial Response target	Update cadence
P1	Production App down. Client's business is significantly impacted; important functions of the App are not available to Client's users and no Workaround is available.	60 minutes	Every 4 Business Hours until a Workaround or fix is available
P2	Production App impaired. Important functions of the App are impaired or degraded; Client's users can continue with reduced function or by means of a Workaround.	4 Business Hours	Every Business Day until a Workaround or fix is available
P3	App impaired. Non critical functions of the App are behaving abnormally, or Client has a time-sensitive configuration or usage question.	8 Business Hours	On material change, and at least every 5 Business Days
P4	General guidance. A general question, documentation request or feature request with no impact on Client's production use of the App.	8 Business Hours	On material change

- 6.2 **Classification and Reclassification.** Weaver, acting reasonably, determines the Priority Level of each Support Request based on the availability of the App and the impact on Client's production use as described in Section 6.1, and may reclassify a Support Request where the reported facts, or the availability of a Workaround, do not match the definition of the Priority Level assigned. Weaver will state the reason for any reclassification in the ticket. Client may dispute a reclassification through the escalation path in Section 10.

- 6.3 **Production Use.** A Support Request may be classified as P1 or P2 only where it relates to an App in production use by Client. Requests relating to development, test or evaluation environments will be classified as P3 or P4.

- 6.4 **Client Availability.** For a P1 or P2 Support Request, Client will make a Named Contact available during Support Hours to provide information, grant required access, and test Workarounds and fixes. If Weaver requires Client's input or assistance to progress a Support Request and Client is unavailable, Weaver will notify Client through the ticket in the applicable Support Channel. If Client does not respond within two (2) Business Hours following such notification, Weaver may reduce the Priority Level to P3 or P4 (or pause the target measurement period) until Client re-engages and provides the required assistance.
- 6.5 **Nature of Weaver's Obligation.** Weaver's obligation for each Support Request is to provide an Initial Response within the target and then to use commercially reasonable efforts to provide a Workaround or a fix. Weaver does not commit to resolve any Support Request within a specified time. Where a fix requires a new version of Fabric, Weaver will inform Client of the planned release in which the fix is expected to ship.
- 6.6 **When a Target Is Met.** The Initial Response target is met when the Initial Response is sent through the Support Channel used for the Support Request, to the Named Contact or Authorized User who submitted it. Time during which Weaver is awaiting information, access or a decision from Client is excluded from the measurement of any target.

7. Client responsibilities

- 7.1 **Named Contacts.** Client will designate up to four Named Contacts and keep their details current. Only Named Contacts may submit P1 Support Requests, and Weaver may decline to treat as P1 a request to the P1 Channel from any other person until a Named Contact confirms it. Named Contacts should be familiar with Client's use of Fabric and able to describe issues and test fixes. Client may change Named Contacts by written notice to Weaver through the P1 Channel.
- 7.2 **Reproduction and Information.** Client will make reasonable efforts to reproduce a reported issue and to provide the information listed in Section 4.5 before submitting a Support Request, and to respond promptly to Weaver's requests for further information.

- 7.3 **Access for Support.** Client will grant Weaver such access to Client's Fabric environment, logs and configuration as is reasonably required to investigate a Support Request. Weaver will use Client Data accessed for this purpose only as permitted by Sections 7.3 and 8.4 of the Agreement.
- 7.4 **Client Data and Output.** Client is responsible for the accuracy, completeness and lawful use of the Client Data, documents and Prompts it provides to Fabric, and for reviewing Output before relying on it, as described in Sections 7.1, 7.2 and 11.3 of the Agreement. Support Requests that relate to the content of Output rather than to an Error will be treated as P4 guidance requests.
- 7.5 **Supported Versions.** Client will maintain the minimum supported versions of any browser, identity provider or third-party connector identified in the Documentation.
- 7.6 **Data Sanitization and Redaction.** Client is solely responsible for sanitizing, obscuring, or redacting all Personally Identifiable Information (PII), Protected Health Information (PHI) subject to HIPAA, cardholder data (PCI-DSS), and non-public personal data from any screenshots, logs, stack traces, Prompts, or diagnostic files prior to submitting them in connection with a Support Request. Weaver does not require PHI or unredacted PII to provide support. Weaver disclaims all liability for unredacted PII or PHI transmitted through Support Channels, and Weaver may immediately delete or purge any support materials containing unredacted sensitive data without prior notice to mitigate security or regulatory risks.

8. Updates

- 8.1 **Deployment of Updates.** Weaver deploys Updates to the hosted Fabric service directly, and Updates become part of Fabric on release. No action is required by Client except where Weaver notifies Client under Section 8.2.
- 8.2 **Content and Timing of Updates.** Weaver decides the content and timing of Updates, subject to Section 4.5 of the Agreement. Weaver will give Client at least 30 days' notice, within Fabric and by email to the Named Contacts, of any Update that removes or materially changes a feature of an App on which Client relies, together with any action Client needs to take.

- 8.3 **Release Notes.** Weaver will publish release notes for each Update within Fabric or in the Documentation.
- 8.4 **Timing of Visible Changes.** Updates that change the behavior of an App in a way visible to Client's users will be deployed during a Maintenance Window unless Weaver reasonably determines that earlier deployment is required to correct an Error or protect security.

9. Maintenance Windows

- 9.1 **Scheduled Maintenance.** Weaver may perform scheduled maintenance on Fabric during Maintenance Windows. Weaver will schedule Maintenance Windows outside Support Hours where reasonably practicable and will give Client at least 48 hours' notice within Fabric and by email to the Named Contacts.
- 9.2 **Maintenance Limits and Exclusion.** Scheduled maintenance will not exceed 8 hours in any calendar month except where Weaver notifies Client in advance of a specific need and the reason for it. Time during a notified Maintenance Window is planned maintenance for the purposes of Section 4.4 of the Agreement and is excluded from any measurement of the availability of the hosted Fabric service, including any availability commitment agreed in an Order Form.
- 9.3 **Emergency Maintenance.** Weaver may perform emergency maintenance without advance notice where reasonably necessary to protect the security or integrity of Fabric or Client Data, and will notify Client as soon as practicable afterward with a description of the maintenance performed.

10. Escalation

- 10.1 **Escalation Request.** Where Client considers that a Support Request is not progressing appropriately, Client may escalate it by replying in the ticket, through whichever Support Channel the ticket is in, with the word ESCALATE and the ticket identifier. Weaver will assign a Weaver support engineer other than the one handling the Support Request to review it and respond within 4 Business Hours of the escalation.

- 10.2 **Referral to Senior Management.** Where the escalation is not resolved to Client's reasonable satisfaction within 2 Business Days, either party may refer the matter to senior management under Section 15.1 of the Agreement.

11. Service review

- 11.1 **Quarterly Review.** On Client's request, not more than once per calendar quarter, Weaver will provide a summary of Support Requests raised in the preceding quarter, showing Priority Level, Initial Response time achieved and current status, and will meet with Client by video conference to review it.

12. Hosting, availability and Client Data

- 12.1 **Hosting and Access.** Weaver operates Fabric for Client as a hosted Subscription Service on infrastructure Weaver selects and manages, and is responsible for the availability, capacity, patching and monitoring of that infrastructure and of the Fabric platform components running on it. Client accesses Fabric through the URLs, identity integration and network arrangements described in the Documentation and the Order Form, and is responsible for its own network connectivity, identity provider and end-user devices.
- 12.2 **Availability.** Weaver will use commercially reasonable efforts to make the hosted Fabric service available 24 hours a day, 7 days a week, as provided in Section 4.4 of the Agreement, except during: (a) Maintenance Windows and emergency maintenance under Section 9; (b) unavailability caused by Client's systems, network, identity provider, Client Data or use of Fabric other than in accordance with the Documentation; (c) unavailability of Third Party Services; and (d) events described in Section 16.4 of the Agreement.
- 12.3 **Interruption Notice and Summary.** Weaver will notify Named Contacts of any unplanned interruption of the hosted Fabric service affecting Client within 2 hours of Weaver becoming aware of it. Following any unplanned interruption that Weaver classifies as P1, Weaver will provide Client with a summary of the cause, impact and corrective action within 5 Business Days of service restoration.

- 12.4 **Hosting Region.** Weaver will host Client's Fabric environment and Client Data in the region identified in the Order Form and will not move it to another region without Client's written consent, except as required to restore service following a disaster.
- 12.5 **Backup and Restore.** Weaver will back up Client's Fabric configuration and the Client Data held in the hosted service at least daily and retain backups for not less than 30 days. In the event of a loss of Client Data caused by the hosted service, Weaver will restore from the most recent backup as soon as reasonably practicable, with a recovery point objective of 24 hours.
- 12.6 **Security and Client Data.** Security, security incident notification, the processing of Personal Data, and the return and deletion of Client Data on expiry or termination are governed by Section 9 of the Agreement and, where applicable, the Data Processing Addendum. Diagnostic data collected in connection with a Support Request may include Client Data only to the extent necessary to investigate the Support Request.

13. General

- 13.1 **Payment and Suspension.** Weaver's obligations under these Support Terms are conditioned on Client's payment of the Fees for the applicable Apps in accordance with the Agreement. Weaver may suspend support for an App in the circumstances and on the notice described in Sections 4.6 and 6.2 of the Agreement.
- 13.2 **Targets and Remedies.** The targets, response times, and timelines in these Support Terms are operational targets only and do not constitute express warranties or guaranteed service levels. Failure to meet any target, response time, update cadence, or availability metric under these Support Terms does not, by itself, constitute a breach of the Agreement or give Client a right to terminate the Agreement or any Order Form. Except for service credits expressly agreed to in an Order Form pursuant to Section 4.4 of the Agreement, the escalation and review procedures in Sections 10 and 11 constitute Client's sole and exclusive remedy, and Weaver's sole and entire liability, for any failure by Weaver to meet any support target or service level under these Support Terms. Nothing in these Support Terms expands Weaver's liability or limits either party's liability beyond what Section 13 of the Agreement permits.

- 13.3 **Subcontractors and Automation.** Weaver may use subcontractors and automated tools in the performance of support, and remains responsible for their performance in accordance with Section 16.2 of the Agreement.
- 13.4 **Confidentiality and Use of Client Data.** Information exchanged in connection with Support Requests, including diagnostic data, ticket details, Prompts, and Output, is Confidential Information under Section 10 of the Agreement. Weaver will use Client Data solely to provide, troubleshoot, maintain, and optimize support services as permitted by Section 7.3 of the Agreement and Section 4.4 herein. Weaver will not permit any third-party vendor or provider to use Client Data to train third-party models, nor will Weaver use Client Data to train general-purpose third-party artificial intelligence models.
- 13.5 **Updates to These Support Terms.** Weaver may update these Support Terms as provided in Section 1.5 of the Agreement. These Support Terms apply to an Order Form for as long as that Order Form remains in effect.

14. Weaver Holidays

Weaver observes the following holidays. Support Hours do not run on these days. Where a holiday falls on a weekend, the observed date is shown. In December 2027, Christmas Day falls on a Saturday and is observed on Friday, December 24; Christmas Eve is observed on Thursday, December 23.

Holiday	2026 observed date	2027 observed date
New Year's Day	Thursday, January 1	Friday, January 1
Martin Luther King Jr. Day	Monday, January 19	Monday, January 18
George Washington's Birthday	Monday, February 16	Monday, February 15
Memorial Day	Monday, May 25	Monday, May 31
Juneteenth	Friday, June 19	Friday, June 18 (June 19 falls on a Saturday)
Independence Day	Friday, July 3 (July 4 falls on a Saturday)	Monday, July 5 (July 4 falls on a Sunday)
Labor Day	Monday, September 7	Monday, September 6
Thanksgiving Day	Thursday, November 26	Thursday, November 25
Day after Thanksgiving	Friday, November 27	Friday, November 26
Christmas Eve	Thursday, December 24	Thursday, December 23 (observed)
Christmas Day	Friday, December 25	Friday, December 24 (December 25 falls on a Saturday)

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