

# Zerto EULA

## **End User License Agreement**

The parties to this End User License Agreement (the “**Agreement**”) are (i) Zerto, Inc., if the license was purchased from an authorized reseller of Zerto, Inc., Zerto Ltd., if the license was purchased from an authorized reseller of Zerto Ltd., Zerto UK Limited, if the license was purchased from an authorized reseller of Zerto UK Limited, Zerto AUS Pty Ltd., if the license was purchased from an authorized reseller of Zerto AUS Pty Ltd., or Zerto Germany GmbH, if the license was purchased from an authorized reseller of Zerto Germany GmbH (as applicable, “**Zerto**”); and (ii) the individual installing and/or using the Software/Products and any legal entity on whose behalf such individual is acting (“**You**”, “**you**”, or the “**Organization**”).

**If You have purchased a license to the Software/Products (as defined below), Zerto grants You a license to the Software/Products subject to and accordance with the terms set forth in this Agreement.**

This Agreement constitutes a legally binding and enforceable contract between You and Zerto.

By clicking “I Agree”, signing below, or accessing, installing, running or using the Software/Products in any way, the person assenting to this Agreement is agreeing to the terms and conditions of this Agreement on behalf of the Organization, and confirming that they have the authority to bind the Organization to these terms.

The Organization must ensure that the individuals that the Organization designates to use the Software/Products, fully comply with the terms of this Agreement. The Organization shall be liable to Zerto for all acts or omissions of those using the Software/Products on the Organization’s behalf as though the Organization itself performed those acts or omissions.

If You do not agree to the terms of this Agreement, You may not access, install, run or use the Software/Products in any way.

### **1. Definitions**

**1.1 “Effective Date” means the date of the last signature or acceptance of this Agreement.**

**1.2 “Guide” means the user guide for the relevant Software/Products that Zerto makes available to You, such as, by way of example only, the Zerto Virtual Manager Administration Guide made available to You during the installation process or the Zerto for Kubernetes documentation.**

**1.3 “Licensed Metrics” means the licensing parameters applicable to the Software/Products as forth in the Purchase Order, such as (by way of example only),**

number of virtual machines, Kubernetes clusters or cloud instances, and pursuant to which the scope and manner of use of the Software/Products is limited.

1.4 “Migration” (and its cognate terms) means the act of using the Software/Products to transfer materials or data from one operating environment to another operating environment, in which case the Software/Products are used for migration purposes and not in the ordinary fashion to protect such materials in the Organization’s ordinary course of business.

1.5 “Purchase Order” means the purchase order for Software/Products issued by Your relevant Zerto authorized reseller and which is based on the quote that Zerto issued the Reseller.

1.6 “Software/Products” means Zerto’s software program, other standalone software or products licensed by Zerto (excluding the Zerto services powered by Keepit, which are subject to separate terms and conditions), as specified in the Quote, and which may include third party software or products, together with such features, functionality and applications thereof, the use of which may be optional, and offered from Zerto from time to time. The definition Software/Products includes any associated media, related third party software or products embedded in Software/Products (as applicable), and all accompanying manuals and other documentation, and together with all Enhancements (as such term is defined in the SSA).

1.7 “SSA” means the Zerto Support and Service Appendix attached hereto as Annex A.

1.8 “Zerto Patent Rights” means patents or patent applications, in any country of the world that are owned or controlled by Zerto or are licensed to Zerto with the right to grant the licenses contemplated herein, that claim any part of the Software/Products or any use thereof.

1.9 “Zerto Support Services” is as defined in Annex A.

## **2. License to Use Software/Products**

2.1 Scope of Use for Software/Products Licenses. Subject to proper payment pursuant to the Purchase Order, and Your compliance with the terms and conditions of this Agreement, Zerto hereby grants You a worldwide, non-exclusive, non-sublicensable, non-transferable, perpetual license (unless You have purchased a term-based subscription license to the Software/Products or unless this license is terminated in accordance with Section 7 of this Agreement) to install and use the Software/Products, solely for Your internal purposes, and solely in accordance with the Licensed Metrics.

Zerto offers different license options with different license entitlements. As to such license entitlements, You expressly acknowledge and agree that You are only licensed to use and You will only use such features and functionality of the Software/Products which correspond to the license specified in the Purchase Order. Zerto is entitled to limit the scope of your use of the Software/Products to only those features and functions of the Software/Products which corresponds to the Purchase Order.

**For the avoidance of doubt, the license grant provided in this Section 2.1 does not permit the use of the license solely for Migrations. You agree that, except for the limited, specific license rights explicitly granted in this Section 2, You receive no other license rights to the Software/Products.**

**2.2 Migration Licenses. You are required to purchase a dedicated Migration license per each specific Licensing Metrics data unit being Migrated and You may not re-use one Migration license to Migrate more than one such unit. Such re-use of a Migration license will be deemed a material breach of the license scope hereunder and You will be obligated to immediately pay the license-fee difference between the Migration licenses purchased and the Migration licenses actually used.**

**2.3 Unless otherwise authorized in writing by Zerto, You undertake not to (and not to allow third parties to) (1) sublicense, lease, rent, loan, or otherwise transfer the Software/Products to any third party, (2) decompile, disassemble, decrypt, extract or otherwise reverse engineer or attempt to reconstruct or discover any source code of, or any underlying ideas in, the Software/Products (“Reverse Engineering”), (3) modify, adapt, or prepare derivative works from the Software/Products, (4) allow others to use the Software/Products and/or use the Software/Products for the benefit of third parties, (5) develop any other product containing any of the Zerto Patent Rights in the Software/Products, (6) remove, obscure, or alter Zerto’s or any third party’s trademarks or copyright or other proprietary rights notices affixed to or contained within or accessed in conjunction with or through the Software/Products, and (7) make unauthorized copies of the Software/Products (except as necessary for backup purposes). If, notwithstanding the prohibition set forth in subsection (2) above, applicable law permits Reverse Engineering, You will, before commencing or permitting any Reverse Engineering (A) inform Zerto of the planned Reverse Engineering, (B) conduct or allow such Reverse Engineering only to achieve interoperability between the Software/Products and other computer programs, (C) request from Zerto the information necessary to achieve such interoperability, (D) provide Zerto ample opportunity to supply the information necessary to achieve interoperability. You acknowledge that Zerto will own all right, title, and interest in and to any results of Reverse Engineering as permitted under this Section 2.4.**

**2.4 In the event that You have purchased and paid for Zerto Support Services, as defined in the SSA, through Your relevant Zerto authorized reseller, and only in such event, the terms of the SSA shall apply. For the avoidance of doubt, if You purchase the Zerto Support Services, through Your relevant Zerto authorized reseller, You are required to purchase a license for the Zerto Support Services corresponding to the number of Licensed Metrics licensed by You and you may not purchase such Zerto Support Services for less than the number of your currently effective Licensed Metrics. Other than as set forth in the SSA, to the extent it applies, Zerto has no obligation to provide support, maintenance, upgrades, modifications, or new releases of the Software/Products.**

**2.5 Subject to proper payment and Your compliance with the terms and conditions of this Agreement, You may purchase through Your relevant Zerto authorized reseller, certain Zerto professional services with respect to the Software/Products, as may be offered by Zerto from time to time (the “Professional Services”). In such case, the proper terms and conditions set forth in a separate document will apply.**

### **3. Intellectual Property**

You acknowledge that Zerto or other third parties own all right, title and interest, including all Zerto Patent Rights and other intellectual property rights, in and to the Software/Products and portions thereof including without limitation any comments or ideas You provide to Zerto on how to improve the Software/Products. Except for the license granted in accordance with Section 2 of this Agreement, all rights in and to the Software/Products are reserved.

### **4. License to Free Programs**

The Zerto Software/Products include certain software made available under open source licenses (the “Open Source Software”). A list of such Open Source Software in the Zerto Software/Products is available at [http://publicdocs.zerto.com/open\\_source.zip](http://publicdocs.zerto.com/open_source.zip). To the extent required by the applicable open source licenses, the terms and conditions of such licenses shall apply to the Open Source Software in lieu of the terms and conditions of this Agreement. Notwithstanding anything to the contrary in this Agreement, Zerto makes no warranties in respect of Open Source Software in excess of the warranties set forth in the applicable open source license itself, and accepts no liability in respect of Open Source Software in excess of the limitation of liability set forth in the applicable open source license. If any license requires Zerto to provide source code, Zerto shall make such source code available to You upon Your written request to [support@zerto.com](mailto:support@zerto.com) or via the Self-Service Portal at [www.zerto.com/support](http://www.zerto.com/support) according to the terms of the applicable open source license.

### **5. Acceptable Use and Conduct**

You shall be responsible for Your conduct while using the Software/Products and You shall use the Software/Products in compliance with this Agreement, all applicable laws, ordinances, rules and regulations and not misuse the Software/Products. With respect to those Software/Products that interoperate with Zerto’s back-end architecture, you must not violate or attempt to violate Zerto’s system or network security

### **6. Consideration**

The consideration for the license granted hereunder shall be as set forth in the Purchase Order. Unless explicitly provided otherwise in this Agreement or in such quote, the order placed under the Purchase Order is non-cancelable and the consideration is non-refundable.

### **7. Term**

This Agreement will enter into effect on the Effective Date and will remain in effect for an indefinite period of time, unless You have purchased a term-based subscription license to the Software/Products, in which case Your license shall expire at the end of the licenses period as set forth in the Purchase Order. Notwithstanding the above, each party is entitled to terminate this Agreement with immediate effect by providing the other party with a written notice in either of the following events: (i) the other party breaches or is in default of any obligation hereunder, including the failure to make any

payment when due, which default is incapable of cure or which, being capable of cure, has not been cured within thirty (30) days after receipt of written notice from the non-defaulting Party or within such additional cure period as the non-defaulting party may authorize in writing; or (ii) the filing by or against the other party of any action under any federal, state or other applicable bankruptcy or insolvency law, which is not dismissed or otherwise favorably resolved within thirty (30) days of such event.

## **8. Confidentiality**

Any Confidential Information (as defined below) received by either party shall be retained in confidence and shall be used, disclosed, and copied solely for the purposes of and in accordance with this Agreement. A receiving party shall use the same degree of care as it uses to protect its own Confidential Information of a similar nature, but no less than reasonable care, to prevent the unauthorized use, disclosure, or publication of the Confidential Information of the other party. "Confidential Information" means any business, financial, marketing, technical, scientific, or other information disclosed by either party to the other party. Without limiting the foregoing, You agree that the Software/Products shall be deemed Zerto's Confidential Information. "Confidential Information" shall not include information that: (a) was lawfully known or received by a receiving party prior to disclosure, as evidenced by its business records; (b) was lawfully in the public domain prior to its disclosure, or becomes publicly available other than through a breach of this Agreement; (c) is independently developed by the receiving party without use of or reference to the Confidential Information of the other party, as evidenced by its written records.

## **9. Limited Warranty; Disclaimer of Warranties**

Zerto warrants that (i) it is the owner of, or has the right to grant the licenses to, the Software/Products; (ii) it has taken reasonably prudent measures designed to assure that the Software/Products do not include malicious code; (iii) the Zerto Support Services will be provided to you in a professional and workmanlike manner (subject to your purchase and payment therefor, pursuant to Section 2.5 above), and (iv) for a period of ninety (90) days from its delivery date, the Software/Products will substantially conform in material respects to the Guide. This limited warranty is not transferable. This limited warranty does not cover damages, defects, malfunctions or failures caused by any unauthorized modification of the Software/Products by You, or Your agents; any abuse, misuse or negligent acts of You; modification by You of any interfaces or any software or hardware interfacing with the Software/Products; or any failure by You to follow Zerto's installation, operation or maintenance instructions.

EXCEPT AS SPECIFIED IN THIS WARRANTY SECTION, ZERTO AND ZERTO'S LICENSORS, AFFILIATES, EMPLOYEES OR CONSULTANTS MAKE NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE WITH RESPECT TO THE SOFTWARE/PRODUCTS AND/ OR THE ZERTO SUPPORT SERVICES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. ZERTO AND ITS LICENSORS, AFFILIATES, EMPLOYEES AND CONSULTANTS DO NOT WARRANT THAT THE SOFTWARE/PRODUCTS WILL BE COMPLETELY SECURE OR NOT OTHERWISE SUSCEPTIBLE LOST OR DAMAGED. YOU MAY ALSO HAVE OTHER RIGHTS

THAT VARY FROM STATE TO STATE AND JURISDICTION TO JURISDICTION. THIS SECTION CONSTITUTES A CONTRACT FOR THE BENEFIT OF EACH OF ZERTO'S LICENSORS AND AFFILIATES.

## **10. Limitation of Liability**

EXCEPT FOR DAMAGES ARISING FROM BREACH OF CONFIDENTIALITY, GROSS NEGLIGENCE, WILLFUL MISCONDUCT, OR BREACH OF A PARTY'S INTELLECTUAL PROPERTY RIGHTS BY THE OTHER PARTY, NEITHER YOU NOR ZERTO AND ANY OF ITS LICENSORS, AFFILIATES, EMPLOYEES OR CONSULTANTS SHALL BE LIABLE TO THE OTHER PARTY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES (EVEN IF THEY HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES) IN CONNECTION WITH THIS AGREEMENT, WHETHER SUCH LIABILITY ARISES FROM ANY CLAIM BASED UPON BREACH OF CONTRACT, BREACH OF WARRANTY, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE.

IN ANY CASE AND WITHOUT DEROGATING FROM THE ABOVE, EXCEPT FOR DAMAGES ARISING FROM BREACH OF CONFIDENTIALITY, GROSS NEGLIGENCE, WILLFUL MISCONDUCT, BREACH OF A PARTY'S INTELLECTUAL PROPERTY RIGHTS BY THE OTHER PARTY OR YOUR PAYMENT OBLIGATIONS PURSUANT TO THE PURCHASE ORDER, YOUR AGGREGATE LIABILITY AND THE AGGREGATE LIABILITY OF ZERTO (OR ANY OF ITS LICENSORS, AFFILIATES, EMPLOYEES OR CONSULTANTS) FOR ALL CAUSES OF ACTION UNDER THIS AGREEMENT, ALL THEORIES OF LIABILITY, OR ANY APPLICABLE TORT LAW, WHETHER SUCH LIABILITY ARISES FROM ANY CLAIM BASED UPON BREACH OF CONTRACT, BREACH OF WARRANTY, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, SHALL BE LIMITED TO THE TOTAL AMOUNT ACTUALLY PAID FOR THE SOFTWARE/PRODUCTS.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES OR THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. ACCORDINGLY, SOME OR ALL OF THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU, AND YOU MAY HAVE ADDITIONAL RIGHTS. THIS SECTION CONSTITUTES A CONTRACT FOR THE BENEFIT OF EACH OF ZERTO'S LICENSORS, AFFILIATES, EMPLOYEES OR CONSULTANTS.

## **11. Miscellaneous Provisions**

**11.1 You may not use or otherwise export or re-export the Software/Products except as authorized by United States law and/or the laws of the jurisdiction in which the Software/Products was obtained. In particular, but without limitation, the Software/Products may not be exported or re-exported (a) into any U.S. embargoed countries, (b) to anyone on the U.S. Treasury Department's list of Specially Designated Nationals or the U.S. Department of Commerce Denied Person's List or Entity List, or (c) Iraq, Iran, Syria or Lebanon. By using the Software/Products, you represent and warrant that you are not located in any such country or on any such list. You also agree that you will not use these products for any purposes prohibited by United States law,**

including, without limitation, the development, design, manufacture or production of nuclear, missiles, or chemical or biological weapons.

**11.2** You hereby covenant and agree that You have and will strictly adhere to all applicable anti-corruption laws, including but not limited to the U.S. Foreign Corrupt Practices Act and the U.K. Bribery Act in connection with fulfilling Your obligations under this Agreement.

**11.3** Following six months of satisfactory experience with the Software/Products and/or Services, You hereby agree to be contacted by Zerto marketing staff for a discussion on the potential use of Your case study, to serve as a reference or to participate in a joint research project. You consent to limited use by Zerto of Your name and logo in a list of customers on Zerto's website.

**11.4** This Agreement will be governed by and construed in accordance with the laws of the State of New York, without giving effect to any conflict of laws and provisions that would require the application of the laws of any other jurisdiction. The parties hereby expressly reject any application to this Agreement of (a) the United Nations Convention on Contracts for the International Sale of Goods; and (b) the 1974 Convention on the Limitation Period in the International Sale of Goods, as amended by that certain Protocol, done at Vienna on April 11, 1980.

**11.5** Any dispute, controversy or claim arising under, out of or relating to this Agreement, including without limitation its validity, interpretation, performance, breach or termination thereof, will be settled by final and binding arbitration in New York, New York in accordance with (i) the then-current Commercial Arbitration Rules of the American Arbitration Association (the "Rules") and (ii) the terms of this Agreement. The terms of this Agreement will control in the event of any inconsistency between such terms and the Rules. The arbitration will be conducted by a single arbitrator reasonably familiar with the technology and business covered by this Agreement selected by mutual agreement of the parties. If the parties fail to select the arbitrator within thirty (30) days following the date of either party's notice of arbitration, then the American Arbitration Association will appoint the arbitrator in accordance with the Rules. The arbitration proceeding and all pleadings and written evidence will be in the English language. To the greatest extent possible, arbitration proceedings shall be conducted by video-conference, teleconference or written submissions only, without in-person appearance. The award of the arbitrator will be in writing setting forth findings of fact and conclusions of law. Judgment on the arbitrator's award will be final and binding upon the parties and may be entered in any court having jurisdiction thereof. The arbitrator's fees will be shared equally by the parties and each party will bear its own costs and attorneys' fees. All papers, documents, or evidence, whether written or oral, filed with or presented in connection with the arbitration proceeding will be deemed by the parties and by the arbitrator to be confidential information of both parties. Notwithstanding the foregoing provisions: (a) each party reserves the right to seek injunctive or other equitable relief in a court of competent jurisdiction with respect to any dispute, controversy or claim related to the actual or threatened infringement, misappropriation or violation of a party's intellectual property rights or confidential information; and (b) Zerto may assert an impleader claim in any court adjudicating a third party claim that is subject to indemnity by You pursuant to this Agreement.

**11.6 The failure of Zerto to exercise or enforce any right or provision of this Agreement does not constitute a waiver of such right or provision.**

**11.7 This Agreement constitutes the entire agreement between Zerto and You with respect to the subject matter hereof and supersedes and replaces all prior or contemporaneous understandings or agreements, written or oral, regarding such subject matter. Any waiver of any provision of this Agreement will be effective only if in writing and signed by the party so waiving. This Agreement may only be amended by a written instrument signed by both parties hereto.**

**11.8 You may not assign or transfer any of Your rights or obligations under this Agreement to a third party without the prior written consent of Zerto. Zerto may freely assign this Agreement. Any attempted assignment or transfer in violation of the foregoing will be void.**

**11.9 If, for any reason, a court of competent jurisdiction finds any provision of this Agreement, or portion thereof, to be invalid or unenforceable, such provision of the Agreement will be enforced to the maximum extent permissible so as to effect the intent of the parties, and the remainder of this Agreement will continue in full force and effect. The Parties agree to negotiate in good faith an enforceable substitute provision for any invalid or unenforceable provision that most nearly achieves the intent and economic effect of such provision.**

## **Annex A**

### **Support and Service Appendix**

#### **1. Zerto Support Services**

- Subject to proper payment of the support and maintenance fees and Your compliance with the terms and conditions of the Agreement and this SSA, Zerto will provide You with service packs for fixes of problems in Zerto's Software/Products in accordance with this **Annex A** ("Zerto Support Services"). Zerto reserves the right to modify the Zerto Support Services from time to time with reasonable notice to You provided that Zerto's modifications do not materially diminish the service levels offered to You.
- Zerto Support Services will be provided, directly over email, telephone or electronic chat tools, during the days and hours set forth in Schedule A. English shall be the language used for Zerto's support communication.
- Zerto will regularly develop and provide You with Enhancements, as defined below, to the Software/Products licenses You purchased pursuant to a Purchase Order and are in effect at the time of such Enhancement, if and when available, that: (a) generally improve the features and functions of the Software/Products; and/or (b) are necessary to maintain compatibility with: (i) third party Software/Products included in the accompanying Software/Products documentation; or (ii) commonly used Internet browsers; and (iii) changes to the operating system and hypervisor on or with which



the Software/Products operates as documented in the accompanying Software/Products documentation, or in release notes published by Zerto.

**“Enhancement”** means, individually or collectively in respect of Zerto’s Software/Products or third party Software/Products, as applicable, bug fixes, security patches, updates, upgrades, revisions and other modifications or improvements, if and when available as part of the Support Services. For the avoidance of doubt, Zerto Support Services will not include any Enhancements (i) that are not necessary for the operation and/or functionality of the Software/Products purchased hereunder in accordance with the Guide or (ii) newly introduced modules or Software/Products not licensed to You under the Purchase Order, which may be subject to separate pricing and licensing, and which will be notified in advance to you.

- Zerto Support Services shall include the correction of errors that prevent the normal operation of the Software/Products as set forth in the accompanying Software/Products Guide. Additionally, Zerto shall make best efforts to correct other errors communicated by You within a reasonable timeframe, as practical.
- Zerto shall not be liable for the performance of its obligations under this SSA if it becomes commercially impracticable to perform due to any Force Majeure. **“Force Majeure”** shall mean any cause not reasonably within Zerto’s control, including, without limitation, acts of God and the public enemy, sabotage, boycotts, disruptions of transportation facilities, inability to obtain supplies or materials, acts of government or judicial action, labor disputes or power disruptions, and problems with the Internet.
- Zerto shall have no obligation to provide You with the Zerto Support Services with regard to: (i) The Software/Products, or any part, portion or module thereof which has been modified, disassembled, decompiled, reverse compiled, reverse assembled, reverse engineered or otherwise altered or modified by any party whatsoever without Zerto’s prior written consent; (ii) errors caused due to malfunction of the operating environment, or causes external to the Software/Products; (iii) Your use of a version of the Software/Products that is older than the latest two (2) previous sequential releases; (iv) the correction of errors and/or corrupted or lost data as a result of Your negligence or inappropriate use of the Software/Products or the use of the Software/Products not in accordance with the documentation accompanies to the Software/Products; (v) the correction of errors caused by the use of the Software/Products in combination with any other Software/Products not originally intended to be used together.

**1.7 Zerto reserves the right from time to time to announce the end-of-life (“EOL”) for any application and versions of the Software/Products that are older than the latest two (2) previous sequential releases of the Software/Products. Zerto will provide You with at least twelve (12) months prior notice of its intent to EOL an application or version of the Software/Products.**

## **2. Consideration**

The consideration for the Zerto Support Services shall be as set forth in the Purchase Order. Unless explicitly provided otherwise in this SSA or in such Purchase Order, such consideration is non-refundable.

### 3. **Term and Termination**

- This SSA will enter into effect on the date on which this Agreement is accepted by You, and shall remain in effect for the period of the Zerto Support Services purchased by You as set forth in the Purchase Order.
- Zerto shall be entitled to terminate this SSA for material breach by providing You with thirty (30) days prior written notice. Upon Zerto's termination of this SSA for material breach, You shall not be entitled to any compensation, reimbursement or damages of any kind.
- You shall be entitled to terminate this SSA at any time and for any reason by providing Zerto with thirty (30) days prior written notice. You shall not be entitled to any refund of any amount paid by you to Zerto or to Zerto's authorized reseller, except that Zerto shall repay to You the respective portion of the consideration paid by you in advance for the Zerto Support Services, if any, to the extent Your termination is due to Zerto's breach of this SSA, any other agreement between Zerto and You, or any applicable law.
- The provisions of this SSA, other than Sections 1 and 2, shall survive termination or expiration of the Agreement.

### **Schedule A – Support Services**

Zerto solutions deliver enterprise-class support features that are built into all of our products. These features include real time alerts when RPO/RTO targets are not being met, network degradation alarms and reminders to check configurations and Virtual Protection Groups. Zerto solutions are also backed by global support centers that provide on-demand access to an expert team of support engineers.

Through the self-service portal, users can track and review existing tickets, as well as open new tickets. Additionally, full access to existing knowledgebase articles is provided. The Zerto Support Team continues to add content to the knowledge base, documenting their experiences to provide you with best practices.

Zerto maintenance and support contracts include options set forth in <https://www.zerto.com/myzerto/support/support-options/>. Support tiers and inclusions are maintained here.

### **Logging a Support Case**

Three options to log a support case:

- Request support through your ZVR interface
- Open a Support case via the Self-Service Portal at [zerto.com/support](https://www.zerto.com/support)
- Call the Zerto Support line

For additional information on Zerto, our products and support, please go to [www.zerto.com](https://www.zerto.com) or contact your account manager.