

EXHIBIT B
SECURONIX SERVICES SUPPORT

This Securonix Services Support Exhibit forms a part of the Agreement and governs Securonix’s provision of support services.

Securonix provides telephone support, online documentation, web forums, email and a web-based portal for submitting cases and tracking case status. Support cases are handled based on case priority levels as described below. When submitting a case, Customers will select the priority for initial response by logging the case online, in accordance with the priority guidelines set forth below. When the case is received, Securonix Customer Support may change the priority if the issue does not conform to the criteria for the selected priority and will provide Customers with notice (electronic or otherwise) of such change. Securonix will respond to Securonix support requests in accordance with the guidelines set forth below.

(a) Case Priority Levels

Case priorities are assigned based on the technical importance of the problem.

P1 = Securonix Services is completely inaccessible for Customer. P1s are considered to be service outages and will be triaged until resolved.

P2 = One or more key features of Securonix Services are unusable. For example, Customer is not able to access their instance, data ingestion is not occurring as expected, analytics are not functioning as expected, or significant performance issues.

P3 = Any other case where the Securonix Service is not operating as documented or when the Securonix Service is being used within the purchased aggregate volumes and storage periods, and there is a material degradation in the performance of the Securonix Service.

P4 = All enhancement requests. Enhancement requests are customer-specific requests for additional services or functionality, policy updates, or other requests.

Response Times

Initial Response & Acknowledgment, by case priority

P1: One (1) hour from the time of notification of the P1 either from internal monitoring or customer escalation

P2: Four (4) hours from the time of notification of the P2 either from internal monitoring or customer escalation.

P3: Forty-Eight (48) hours from the time of notification of the P3 either from ticket creation or other notification.

P4: Three (3) business days

Escalation, by case priority

Priority	Ops Leader	VP	Senior Leadership
P1	Immediate	Immediate	Immediate
P2	Immediate	4 hours	1 business day
P3	24 hours	48 hours	1 week
P4	1 week	2 weeks	1 month

Email Status Updates for Open Cases, by case priority

- P1: Hourly
- P2: Twice per day
- P3: Once per day
- P4: None or as agreed between Securonix and customer

(b) Authorized Support Contacts

Support will be provided solely to the individual(s) authorized by the Customer to receive such support from Securonix ("**Support Contacts**"). Securonix strongly recommends that Support Contact(s) be trained on the applicable Securonix Service(s). The Customer's Order Form(s) will indicate a maximum number of authorized Support Contacts for the Customer's license level. The Customer will be asked to designate Support Contacts, including email address and Securonix.com login ID, following Securonix's acknowledgment of the Customer's Order Forms(s).

(c) Support Hours

Support is provided via telephone, email and web portal. Support will be delivered by a member of Securonix's technical support team during the regional hours of operation listed below.

- P1: 24 x 7
- P2: 24 x 7 (with P1s taking priority)
- P3: 24 x 7 (with P1s and P2s taking priority)
- P4: Monday through Friday during standard business hours (8 am to 5 pm Central); excluding Securonix holidays

(d) Customer's Obligation to Assist

If Customer submits a ticket pursuant to this Exhibit B regarding Securonix Services, Securonix may require Customer's reasonable cooperation. The Customer's failure to provide the requested cooperation may prevent Securonix from resolving such ticket as submitted by Customer.