

SECURONIX SERVICES SUPPORT TERMS

Effective Date: December 11, 2025

These Securonix Services Support Terms form a part of the Agreement and govern Securonix's provision of support services. Enhanced Support and Focused Support are offered as paid upgrades from the default Standard Support provided with the procurement of Services. These Securonix Services Support Terms may be updated from time to time, and the current version will be updated online.

Securonix provides a web-based support portal for submitting cases and tracking case status. Case priorities are assigned based on the technical importance of the problem and handled based on case priority levels as outlined 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. 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. Support is provided by Securonix's support centers around the world. Support will be delivered by the technical support team during their regional hours of operation.

				Standard Support	Enhanced Support	Focused Support
			Support Hours	9 Hours / 5 Business Days (Region Based ⁺)	12 Hours / 7 x 365 (Region Based ⁺)	24 Hours / 7 x 365
Priority		Case Type				
P1	Services are completely inaccessible. P1 cases are considered to be outages and will be triaged until resolved.	Outage	Initial Response*	30 Minutes (24 / 7 x 365)	30 Minutes (24 / 7 x 365)	30 Minutes
			Status Updates	1 Hour (24 / 7 x 365)	1 Hour (24 / 7 x 365)	1 Hour (24 / 7 x 365)
P2	One of more key features of the Services are unusable. Examples of P2 cases include the inability to access the instance, data ingestion issues, and analytics not functioning.	High	Initial Response*	8 Hours	4 Hours	1 Hour
			Status Updates	1 x 48 Hours	1 x 24 Hours	1 x 12 Hours
P3	Any other case where the Services are not operating as documented or when the Services are being used within the Entitlements and there is a material degradation in the performance of the Services.	Normal	Initial Response*	24 Hours	12 Hours	2 Hours
			Status Updates	1 x Weekly	1 x 48 Hours	1 x Daily
P4	P4 cases are general inquiries and include enhancement requests for additional services or functionalities.	Low	Initial Response*	48 Hours	24 Hours	24 Hours
			Status Updates	1 Update within 7 Days	1 Update within 7 Days	1 Update within 3 Days
			Online Community Self-Service Portal	Included	Included	Included

* The initial response will be from the time of notification of the case either from internal monitoring or Customer escalation.

+ Region-based support is based on the Customer's hosting or on-premise location. Region-based support may be provided from any location in the world.

Customer's Obligation to Assist

If Customer submits a case pursuant to these Securonix Services Support Terms, Securonix may require Customer's reasonable cooperation. The Customer's failure to provide the requested cooperation may prevent Securonix from resolving such case as submitted by Customer. Case status updates may be delayed if Securonix requires and has requested a response from the Customer to address the incident and Customer's response is delayed.