

## SECURONIX SERVICES SUPPORT TERMS

These Securonix Services Support Terms form a part of the Agreement and govern Securonix's provision of support services. Mission Critical Support is offered as a paid upgrade 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.

Priority			Standard Support	Mission Critical Support
P1	Services are completely inaccessible. P1 cases are considered to be outages and will be triaged until resolved.	Support Hours	24/7 x 365	24/7 x 365
		Initial Acknowledgement*	1 Hour	30 Minutes
		Status Updates <sup>+</sup>	1x Daily	Every 30 Minutes
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.	Support Hours	24/7 x 365	24/7 x 365
		Initial Acknowledgement*	4 Hours	2 Hours
		Status Updates <sup>+</sup>	1x Weekly	3x Daily
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.	Support Hours	24/7 x 365	24/7 x 365
		Initial Acknowledgement*	48 Hours	24 Hours
		Status Updates <sup>+</sup>	None	1 x Daily
P4	P4 cases are general inquiries and include enhancement requests for additional services or functionalities.	Support Hours	Standard Business Hours <sup>^</sup>	
		Initial Acknowledgement*	72 Hours	48 Hours
		Status Updates <sup>+</sup>	None	1 Update within 48 Hours

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

+ Status updates will be limited to meaningful case status updates.

<sup>^</sup> Standard Business Hours are defined as Monday through Friday 8 AM to 5 PM Central Time, excluding Securonix observed holidays.

### **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.