



Support Service Level Agreement Summary

Classification

The table below sets forth the methodology utilized by Cylance® in triaging, evaluating, and addressing customer problems related to the functionality of Cylance products. Classification will be determined in Cylance’s sole discretion based on factors, including input obtained from the customer.

Availability SLAs

The service levels below define what levels of uptime availability Cylance will provide to Company for applicable specific parts of its managed cloud services.

SLA	Service Level	Description
Website Availability	99.8%	This Service Level measures the uptime in which to access website by entering the website’s URL in Company user browser and the site showing content as expected.
Platform Availability	99.8%	This Service Level measures the percentage of uptime in which all applicable service layers are fully operational

Response Expectations

In the event that an error is discovered in Cylance’s software that causes the software not to operate in conformance with the published specifications or applicable documentation, the customer must provide a reasonable description of the problem or error to Cylance’s support team and propose a classification of the severity based on the problem classification table above and all additional data as specified herein. Cylance will acknowledge the notice with a case number (“case”) and make commercially reasonable efforts to assign appropriate assets to resolve the problem as specified in the response expectation table.

The following Response Table specifies response targets that will be assigned to a customer problem at each step of the process, based on the severity classification assigned to the problem. Cylance will use commercially reasonable efforts to resolve customer cases in the estimated time frames set forth below.

Severity	Definition	Response Target	Resolution Target
Urgent**	Problem affects time-critical applications with production work substantially degraded. Software is completely unusable and no known work-around is currently available. The affected system is a necessary component of customer’s production process.	One-hour response	Continuous business-day effort
High**	Software significantly impaired such that customer’s key business processes cannot be conducted and no known work-around is currently available.	Four- to six-hour response time	Worked on a time-available basis
Medium	Software not functioning as designed; however key business processes are not interrupted and there is minimal impact to the customer’s ability to use the software for production purposes.	Response by next business day	Worked on a time-available basis
Low	Software is functional; relates to feature enhancement	Response within two business days	As available

** **Note:** For Urgent or High issues, please call Support directly.

Response Target — Involves the acknowledgement of a customer's problem and the initiation of the information gathering process.

Resolution Target — Involves ongoing problem resolution. The goal of the problem resolution process is to provide relief from the reported problem, as quickly as possible, through a temporary patch, correction, or work-around, and thereafter, to identify and provide a durable solution. Cylance will use commercially reasonable efforts to address critical issues continually until such relief can be achieved. For continuous effort, the customer must always also make available its own resources to solve the problem. If the customer does not, Cylance can only commit to working during the hours that customer personnel are available.

Cylance will use commercially reasonable efforts to identify and provide a durable solution. Cylance will not be obligated to provide support to a customer in connection with any discontinued product beyond one year after the date of such discontinuance. Failure of a customer to respond to Cylance's requests for a period of five business days may result in Cylance closing the support case. Support does not include on-site support, consulting (re-designing, re-programming, or reconfiguring the customer's network) and system design, program coding, project management, facility management, or support for incompatible products or third-party suppliers' products.

Note: *The foregoing response and resolution times are estimates only and shall not be considered a representation or warranty under any agreement the customer may have with Cylance.*

Web, Telephone, and Email Support

Cylance agrees to provide customers access to Cylance's customer support personnel via three separate channels.

Self Service Support Portal

- Web-based support system that allows customers to submit cases online, update existing cases, and track case status 24/7/365
- Provides access to our extensive knowledge base, which can be used on a self-service basis
- Currently, such support is available at <https://support.cylance.com>

Phone

- Customers can call Cylance Support at the following numbers:
US: (866) 699-9689, or direct (+1-949-565-3505)
Europe: +44 203 4436394
Sweden: +46 2 0012 5802

Email

- Cylance support may be contacted via support@cylance.com.

Note: *Cases and questions can be submitted by email, however **response time SLAs do not apply***