

## SERVICE DESCRIPTION SOFTWARE SUPPORT SERVICES

### Introduction

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Elisity provides Software Support Services in connection with the Software that you have purchased from us on a Software Order. Capitalized terms used here can be found in the Customer Terms of Service and below.

### Support Services

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Elisity provides 24x7x365 access to Software Support Services set out in this Service Description. You may initiate a support ticket and access additional resources on our support resources webpage through the links below.

Support Contact and Resources
Email: <a href="mailto:support@elimity.com">support@elimity.com</a>
Portal: <a href="https://support.elimity.com">https://support.elimity.com</a>

### Support Classification Definitions

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- **"Error"** means a material failure of any Software to perform in accordance with its Documentation. Errors do not include, and we will have no responsibility for, any failure of any Software caused by any of the following: (i) any alterations, or modifications not made or approved by us in writing; (ii) the failure to operate the in accordance with our installation and operating instructions, or Documentation; (iii) you fail to reasonably assist us in verifying, reproducing and correcting error conditions, or we are unable, after using reasonable efforts, to verify and reproduce the error condition reported by you; (iv) any failure of the computer operating systems, hardware environment, third party software, hardware, network, internet, connectivity or power systems utilized by you, including those provided to you by Third-Party Providers; or (v) any Force Majeure Event.
- **"Incident"** is any event or occurrence that is unplanned, not part of the standard operation of the Software, and that causes an interruption or reduction of the quality of the Software operation.
- **"Problem"** is a condition that can arise without the existence of a corresponding Incident and may be affecting your intended use of the Software.
- **"Maintenance"** is Software updates, patches, fixes, and general release versions that we make available to all customers during an applicable Subscription Term.
- **"Virtual Edge / VE"** and **"Virtual Edge Node / VEN"** are "Access Software" and "Access Appliance", respectively, as defined in the Customer Terms of Service.

## Incident and Problem Reporting

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### Reporting of Incidents.

**Incident Tickets.** You may create an Incident ticket by contacting us. In order for us to properly assess the Incident, you must provide us with sufficient information including the following: (i) an Incident title; (ii) category and priority of the incident per the table below; (iii) the date and time of the Incident event; (iv) a detailed description of the Incident and how it is impacting your use of the Software; and (v) any other information that may be helpful such as screen shots or available Software Analytics.

**Problem Reporting.** The purpose of problem reporting is to reduce the number of Incidents which are an Error and improve overall Software quality. A Problem ticket is submitted at a time when the Problem described does not affect Software quality and/or performance. Such ticket will include the following at a minimum: (a) a Problem title; (b) the date and time of event(s) from which the issue arose that appears to reflect a Problem; (c) a detailed description of the issue and how it is impacting your use of the Software; and (d) any other information that may be helpful such as screen shots or available Software Analytics. Problem tickets are addressed on a commercially reasonable basis after Incidents are resolved.

### Incident Types, Response Times and Resolution

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The implementation of the Elisity solution is different than many other network-based offerings. Device based Microsegmentation policy is implemented and operates on the native policy group configuration functionality of the customer's Virtual Edge Node without dependency on the Software for its ongoing operation. Accordingly, we offer two distinct categories of Incident support requests described in the table below with corresponding Incident response times. Other categories of support may be requested on a case-by-case basis.

<b>Category 1: Cloud Control Center or VE-VEN Connectivity<sup>1</sup></b>	<b>Description: Error<sup>2</sup> comprising or causing any of the following events or effects:</b>
Priority Urgent	Error affecting connectivity between all Virtual Edges and/or global access to Virtual Edge Nodes from Cloud Control Center
Priority High	Error affecting connectivity between a large group of Virtual Edges and/or access to Virtual Edge Nodes from Cloud Control Center or Cloud Control Center outage
Priority Medium	Error affecting connectivity between a single site of Virtual Edges and/or access to a single site set of Virtual Edge Nodes from Cloud Control Center  Error causing a connectivity loss between Cloud Control Center and a Supported Ecosystem

Priority Low	Request for assistance, information, or services related to infrastructure connectivity that are routine in nature
<b>Category 2: User/Device/Application Access or Policy</b>	<b>Description: Error<sup>2</sup> comprising or causing any of the following events or effects:</b>
Priority Urgent	Error affecting access to all Devices and/or applications for all global users such as Device unavailability or data integrity issue
Priority High	Error affecting access to Devices and/or applications for a large group of users.
Priority Medium	Error affecting access to Devices and/or applications for a limited group of users or single user access
Priority Low	Request for assistance, information, or services related to policy group access that are routine in nature

<sup>1</sup>Transient connectivity issues such as VE <-> VEN ‘flapping’ are not Errors.

<sup>2</sup>Root cause of an Incident ticket may be due to external Customer changes such as firewall policy rules and Device access connectivity issues can be created by legitimate restrictive/permissive policy groups. These cases are not Errors. On a case-by-case basis, a single or small group of Category 2 Errors may be treated at Urgent priority due to criticality of potentially impacted Device(s).

**Incident Response Time.** For each Incident, we will respond according to the table below:

	<b>Action</b>	<b>Time Interval/ Response Time</b>
<b>(a)</b>	<b>Priority Urgent</b>	Within one (1) Hour
<b>(b)</b>	<b>Priority High</b>	Within four (4) hours
<b>(c)</b>	<b>Priority Medium</b>	Within twelve (12) hours
<b>(d)</b>	<b>Priority Low</b>	Within five (5) business days

**Resolution of Incidents.** If an Incident is deemed to be an Error, we will use commercially reasonable efforts to resolve such Error. If the Incident is deemed to not be an Error, we will have no obligation to resolve the Incident; provided, however, we may resolve the Incident if possible, or assist you in its resolution, which may be on a time and materials basis subject to our then-current standard rates and will be on a new Software Order. We may resolve an Incident by workaround and subsequent

Maintenance of the Software. A workaround may be a rollback to a less restrictive policy group that will stay in effect until a Maintenance release.

### **Customer Responsibilities**

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You will provide change management support personnel for each priority class incident ticket:

- Priority Urgent: 7x24 emergency change management resource
- Priority High: 5x8 business hours change management resource
- Priority Medium: 5x8 business hours available contact

We may downgrade an “Urgent” ticket if your emergency change management resources are not available during troubleshooting.

Priority Urgent tickets must be submitted through the portal as follows:

1. Open the ticket on the Elisity support portal (<https://support.elisity.com>)
2. Flag ticket as Urgent
3. Provide the category (1 = Infrastructure Connectivity or 2 = User/Device/Application Access or Policy)
4. Submit request