

## SECLORE ON-PREM SUPPORT SERVICES AND SLAs

Seclore will provide Support Services (as defined in the Agreement) for the Services in accordance with the terms and conditions set out herein. For the purposes of this Seclore On-Prem Support Services and SLAs (hereinafter referred to as "On-Prem SLA"), any reference to Seclore or Customer shall mean the respective entities identified in the applicable Agreement and/or Order Form executed between the Parties. Capitalised terms used but not defined herein shall have the meanings assigned to them in such Agreement, Order Form, or AI Terms.

### A. SUMMARY OF SUPPORT SERVICES BY PLAN TYPE (SERVICE WINDOW)

| Support Offerings                           | Standard     | Gold     |
|---------------------------------------------|--------------|----------|
| Upgrades / Bug Fixes (Maintenance Releases) | YES          | YES      |
| Web Support through support.seclore.com     | * 8 x 5      | 24 x 7   |
| Email Support                               | * 8 x 5      | 24 x 7   |
| Phone Support                               | * 8 x 5      | 24 x 7   |
| Designated Support Contacts **              | 2            | 6        |
| Priority Case Routing                       | Not included | Included |
| Accelerated SLAs                            | Not included | Included |
| Business Reviews & Strategic Planning       | Not included | Included |

\***Business hours** are defined as 9:00 AM to 5:00 PM in the deployed region (i.e., local time in Mumbai, India, Virginia, USA, UAE, Riyadh, and/or Saudi Arabia, as applicable), excluding local holidays and weekends. These times may vary in countries with multiple time zones.

\*\* **Designated Support Contacts:** Designated Support Contacts are named persons in the Customer's organization who are authorized to submit tickets to Seclore support team ("Seclore Support") and to work directly with Seclore's support team. Only Designated Support Contacts (as defined in Section D below) may submit tickets as well as receive status information with respect to Support Services.

### B. UPGRADES

1. Seclore Product upgrades will be available for the Customer and the Customer would need to raise a request with the "Seclore Support" to schedule the upgrade.
2. Seclore Agents are installed and maintained by Customer team, and over-the-air upgrades will be pushed automatically through the deployed Policy Server.

### C. USER SUPPORT

#### 1. Support Levels

|                     |                                                       |
|---------------------|-------------------------------------------------------|
| Level 1 Support     | • Provided by customer local IT helpdesk              |
| Level 2 Support     | • Provided by Application support team of Seclore     |
| Level 3 Support     | • Provided by Support seniors/specialist of Seclore   |
| Product support     | • Provided by product support group of Seclore        |
| Development support | • Provided by the product development team of Seclore |

2. Customer's local IT helpdesk ("**Helpdesk**") shall be responsible for providing Level 1 Support to Users. Training videos and knowledge bank to provide Level 1 Support will be available on Seclore Portal at [adoption.seclore.com](https://adoption.seclore.com). The following terms outline Customer's Helpdesk responsibilities:
  - i. The Helpdesk will troubleshoot the incident and attempt to provide a resolution to the user.
  - ii. In the event the Helpdesk is unable to provide a resolution, a Designated Support Contact shall raise a ticket to Seclore's support team by using any of the following options:
    - a. Email, by sending an email to [support@seclore.com](mailto:support@seclore.com). Every email will be converted into a ticket and an acknowledgment with the ticket number will be

- sent to the Designated Support Contact; or
  - b. Chat, by initiating a chat with Seclore Support engineers using the live chat option in the Seclore Support portal at (<https://support.seclore.com>); or
  - c. Log a ticket, by visiting Seclore's support portal, (<https://support.seclore.com>)
- iii. In order for Seclore's support team to resolve the incident, the Helpdesk will document the incident and provide the following details to Seclore's support team:
- a. An accurate and complete description of the incident, and
  - b. Prioritization of the incident according to Service Priority Definitions set forth in Table A below.
  - c. The Helpdesk shall ensure that it captures enough information to allow Seclore to reliably reproduce the error which is the basis for the incident.

**D. DESIGNATED SUPPORT CONTACTS:**

1. Customer shall identify Designated Support Contact(s) and provide Seclore with the following details of such Designated Support Contact(s), which shall be shared with Seclore upon Customer's acceptance of this On-Prem SLA: :
  - i. Name
  - ii. Designation
  - iii. Email ID
  - iv. Contact Number
2. Unless otherwise requested by Customer in writing, Seclore will only communicate with Customer's Designated Support Contacts with respect to the resolution of support incidents. The Designated Support Contact(s) shall be responsible for providing additional information or remote sessions, as requested by Seclore, to enable Seclore Support to troubleshoot the incident.
3. The number of Designated Support Contacts that the Customer may appoint is dependent on the level of Support Services the Customer has elected. A Designated Support Contact may be changed upon reasonable written notice to Seclore.

**E. SERVICE LEVEL COMMITMENTS:**

Seclore will respond to tickets based on the Service Priority as defined by Seclore in accordance with Table A below and respond to Customer in accordance with Table B below. Escalation is from the Helpdesk to Seclore's 2<sup>nd</sup> level support team.

**Table A**  
**Service Priority Definitions**

| Service Priority | Description |
|------------------|-------------|
|------------------|-------------|

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| <p><b>Priority 1 (Critical business impact)</b></p>    | <p><b>Definition:</b> Priority 1 indicates that the Customer is unable to use the Software, resulting in a critical impact on business operations. This condition requires immediate resolution.</p> <p><b>Priority 1 Pre-requisite</b> – A Priority 1 issue has a crippling effect on a Customer’s business. i.e., the Seclore Policy Server is down</p> <p><b>Key Deliverables</b> – Priority 1 resolution involves reacting to the Customer’s emergency by immediately providing an appropriate resource (“Analyst”). Unless another agreement is in place, Priority 1 issues will be serviced on a continual effort basis until the Priority 1 condition has been resolved. Resolution of Priority 1 conditions may include temporary relief, enabling the Customer’s business to operate until a more comprehensive solution is provided. Priority 1 resolution shall be subject to the following conditions:</p> <ul style="list-style-type: none"> <li>• The Software, and the Customer, are eligible for Support Services</li> <li>• Affected functions of the Software must have already been successfully tested by Customer in User Acceptance Testing (UAT) and were also working successfully in past.</li> <li>• Customer is available, as and when required and on a 24/7 basis, to actively collaborate with the Analyst and provide any information reasonably requested by the Analyst.</li> <li>• Access to Customer’s systems or information about Customer’s systems is available to the Analyst as and when requested, and on a 24/7 basis.</li> <li>• Once an alternative solution or workaround is provided, the Service Priority level will be lowered by Seclore at its discretion.</li> </ul> <p><b>Examples of Priority 1 cases:</b></p> <ul style="list-style-type: none"> <li>• Seclore product deployed in a Customer environment has failed and Multiple Users are unable to access the protected files</li> <li>• File is unrecoverable, corrupt, or lost</li> <li>• Performance of the servers has degraded to an unusable level</li> </ul> <p><b>Examples of cases that are not classified as Priority 1:</b></p> <ul style="list-style-type: none"> <li>• Backend database is operational following a one-time outage; root cause analysis is required</li> <li>• New feature Request or customization</li> </ul> |
| <p><b>Priority 2 (Significant business impact)</b></p> | <p><b>Definition</b> - Priority 2 indicates the Software is usable but severely limited.</p> <p><b>Priority 2 Pre-requisites:</b></p> <ul style="list-style-type: none"> <li>• Software, or a part thereof, is returning an error or not responding</li> <li>• Degraded performance is negatively impacting business operations, but an acceptable workaround exists.</li> <li>• Once an alternative solution or workaround is provided, the Service Priority level will be lowered by Seclore at its discretion</li> <li>• Affected Product functions must have already been successfully tested during User Acceptance Testing and were also working successfully in past.</li> </ul> <p><b>Key Deliverables</b> – Priority 2 issues will be resolved during normal business hours unless otherwise agreed in writing, and until the Priority 2 condition has been resolved. Priority 2 service delivery shall be subject to the following conditions:</p> <ul style="list-style-type: none"> <li>• Customer is available during normal business hours to collaborate with the Analyst. and provide any information reasonably requested by the Analyst.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                             | <ul style="list-style-type: none"> <li>Access to Customer's systems or information about Customer's systems is available to the Analyst as and when requested, during normal business hours.</li> </ul> <p><b>Examples of Priority 2 case:</b></p> <ul style="list-style-type: none"> <li>Files are taking more time to open than usual</li> <li>Customer can't access the Policy Server Portal.</li> <li>Users can access Software, but access is slow, sometimes resulting in "page not found" messages or protected files not opening</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Priority 3 (Limited business impact)</b> | <p><b>Definition</b> – Priority 3 indicates the Software is usable, but some features (which are not critical to operations) are unavailable.</p> <p><b>Priority 3 Pre-Requisites:</b></p> <ul style="list-style-type: none"> <li>Issue is specific to one or a few Users</li> <li>Non-critical bug is affecting the functioning of certain features</li> <li>The Customer can access all Files</li> </ul> <p><b>Key Deliverables</b> – Priority 3 issues will be worked on during normal business hours until the Priority 3 condition has been resolved. Priority 3 service delivery shall be subject to the following conditions:</p> <ul style="list-style-type: none"> <li>Customer is available during normal business hours to collaborate with the Analyst. and provide any information reasonably requested by the Analyst.</li> <li>Access to Customer's systems or information about Customer's systems is available to the Analyst as and when requested, during normal business hours.</li> </ul> <p><b>Examples of Priority 3 case:</b></p> <ul style="list-style-type: none"> <li>Questions about how to use the features or functionality</li> <li>Feature Enhancement Request.</li> <li>Usable performance degradation</li> </ul> |

**Table B**  
**Service Goals and levels by Plan**

For the purpose of this Table B, response time shall be defined as the time elapsed between a ticket being raised by the Designated Support Contact and the assignment of a ticket number by Seclore's support team.

| Priority    | Initial Incident Targeted Response |                  |
|-------------|------------------------------------|------------------|
|             | Standard                           | Gold             |
| P1 (High)   | 2 Business Hours                   | 2 Hours          |
| P2 (Normal) | 8 Business Hours                   | 4 Business Hours |
| P3 (Low)    | 3 Business Days                    | 1 Business Days  |

## **F. OUT OF SCOPE**

1. The following activities are outside the scope of Seclore Support Services:
  - i. Maintenance and Support of the underlying infrastructure in the Customer's environment or any third-party products or platform procured by the Customer on which any Seclore component is installed or integrated with.
  - ii. Resolution of issues arising due to problems in the Customer's underlying infrastructure e.g., database issues, network connectivity issues, data loss due to lack of availability of backed-up data, patching operating systems, physical machines, and hardware failure of the servers on which Seclore is installed etc
  - iii. Issues arising due to incompatibility with third-party software which is not explicitly supported by Seclore will not be governed by the response timelines mentioned.
2. The following activities are not part of Support Services unless explicitly agreed in the Order Form. Such activities will be initiated only as per availability of resources and may be subject to additional charges, such charges to be mutually agreed in writing between Customer and Seclore:
  - i. Request for re-training and provision of custom documentation.
  - ii. Request for resolving issues that arise due to improper installation by the Customer's I.T team, failure to incorporate all upgrades, unauthorized/attempted modification, or alteration not performed by Seclore Support.
  - iii. Onsite Support.

## **G. PRODUCT LIFECYCLE, SUPPORT, AND SUNSET**

1. Supported versions. Seclore provides support for its software and cloud services on currently supported versions only, as described in [Seclore's Product Life-Cycle Policy and the public Version Lifecycle Matrix](#) (together, the "Lifecycle Documents"). These documents state which versions are supported and for how long.
2. Upgrades instead of backporting: To keep the solution secure and reliable, Seclore delivers new features and most fixes only on the latest minor release of the latest major version. Where an issue is resolved in a supported version, Customer needs to upgrade to that version. Versions that are past their published End-of-Life (EOL) date are not covered by support.
3. Cloud services and Customer-installed components: Seclore updates its cloud (SaaS) services for Customer. Where Customer installs agents, connectors, or other components in its own environment, those components must remain on supported versions published in the Lifecycle Documents. Seclore does not guarantee compatibility with, or support for, out-of-support agents or connectors, including where the cloud service has advanced beyond those versions.
4. Third-party products: If the Software or SaaS Offering relies on a third-party product (such as an operating system, productivity suite, database, or directory service) and that third party stops providing generally available support for that product, Seclore's obligation to support the Seclore solution together with that third-party product ends. Customer may need to upgrade or replace such third-party products to continue to receive support.
5. Long-term solution availability: For as long as (a) Customer maintains an active subscription or support agreement and (b) operates on a supported version of the relevant Seclore product family, Seclore will use commercially reasonable efforts to maintain a supported upgrade path within that product family for at least five (5) years from Customer's initial order date. This commitment is at the product family / solution level, not to any specific version, and may require Customer to perform version upgrades during that period.

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