

For United States Support:

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. Cylance customer support is available on business days from 8:00 AM EST to 9:00 PM EST, except as outlined in the following document.

Classification	Criteria
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.
High**	Software significantly impaired such that customer’s key business processes cannot be conducted and no known work-around is currently available.
Normal	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.
Low	Software is functional; relates to feature enhancement

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

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 ticket number (“ticket”) 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 tickets in the estimated time frames set forth below.

Classification	Tier 1	Tier 2	Tier 3
Urgent	One-hour response between 8:00 AM and 8:00 PM EST; Two-hour response between 8:00 PM and 8:00 AM EST	Continuous effort	Continuous business-day effort
High	Four- to six-hour response time	Continuous business-day effort	Worked on a time-available basis
Normal	Response by next business day	Worked on a time-available basis	Worked on a time-available basis
Low	Response within two business days	As available	As available

Tier 1 — Involves the acknowledgement of a customer's problem and the initiation of the information gathering process.

Tier 2 — Involves active 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 also make available its own resources at all times to solve the problem. If the customer does not, Cylance can only commit to working during the hours that customer personnel are available.

Tier 3 — Involves ongoing problem resolution. 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 ticket. 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.

For International Support:

The following sets forth the terms and conditions under which Cylance agrees to provide relevant support and maintenance services to customers outside of the United States. Cylance's basic support and maintenance offering is available to all customers as part of their subscription license during the relevant software subscription term. Premium support services and access to a Cylance Technical Account Manager (TAM) may be purchased for an additional fee.

During the relevant subscription term, Cylance will provide the following support and maintenance services:

Maintenance

As part of basic support and maintenance services, Cylance will provide international customers access to all generally available error corrections, bug fixes, software updates, and software upgrades that are otherwise released during the maintenance term free of charge to other Cylance customers receiving support and maintenance.

Web, Telephone, and Email Support

Cylance agrees to provide international customers access to Cylance's customer support personnel via three separate channels. International customers may contact Cylance support using the following channels:

- Self Service Support Portal (Preferred method)
 - Web-based support ticket system that allows international customers to submit cases online, update existing tickets, 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
 - Cylance has a U.S. local direct number (+1-949-565-3505) that can be used to contact tech support staff Monday through Friday during normal business hours, from 8:00 AM to 8:00 PM Eastern Time, except on holidays
 - For any calls originating outside the U.S., please call the local number and request a call back. We will respond within the agreed upon SLA time frames
- Email
 - Cylance support may be contacted via support@cylance.com.
 - Cases and questions can be submitted by email, however response time SLAs do not apply

Software Error Correction and Bug Fixes

International customers may document and report all suspected errors or malfunctions of the software to Cylance's case tracking system, or phone or email, and cooperate with Cylance in its bug investigation. Cylance will acknowledge the notice with a ticket number and make commercially reasonable efforts to assign appropriate assets to resolve the problem as specified in the response expectation table outlined below. Cylance international customers can use their ticket number to track the status of any confirmed error or malfunction in the software (i.e. any confirmed failure for the software to meet the Cylance specifications for the software). In the event that a confirmed error is discovered in Cylance's software that causes the software not to operate in conformance with the published specifications or applicable documentation, international customers should work with Cylance and provide a reasonable description of the problem or error to Cylance's support team so that Cylance may classify the error accordingly. Failure of international customers to respond to Cylance requests for a period of five business days may result in Cylance closing the support ticket. International customers may create a new ticket at any time.

Classifications of Errors and Service Levels

Cylance's basic technical support offering includes the following service levels and response times which are dependent on the classification of the severity of the issues raised. Cylance will determine classification based on factors, including input obtained from international customers.

Classification	Criteria
Priority 1 (P1)	A catastrophic production issue, where the system is down or product is completely inoperative, or a condition severely and significantly impacting the production environment. No procedural work around exists. For example, the management console is not available to all users, or the software is causing the endpoint system to be completely unresponsive, or causing the endpoint systems to crash.
Priority 2 (P2)	A high-impact business condition affecting a substantial number of users where the software operates in a severely restricted/reduced capacity. The situation is causing significant impact to portions of the customer's business operating software and/or the system is exposed to potential loss or interruption of service. No procedural work around exists. For example, there are significant latency issues with retrieving console data caused by the software and not unrelated third-party service.
Priority 3 (P3)	A medium- to low-impact problem, which involves partial non-critical functionality loss, where the software is not functioning as designed. This may be a minor issue that causes limited or no loss of functionality or impact to the customer's operation, and during which, there is a circumvention or workaround available for avoidance of the problem by the customer. For example, the software may have incompatibility issues with other software on endpoints. This includes documentation errors.

Basic Support Service Levels

	Initial Response	Update Frequency	Level of Effort
P1	One- hour response time	Every two hours	24/7 continuous effort
P2	Four- to six-hour response time	Every business day	Continuous business-day effort
P3	Response by next business day	As needed or as status changes	As needed to meet resolution target
P4	Response within two business days	Every two weeks	As available

Premium Support Service Levels

	Initial Response	Update Frequency	Level of Effort
P1	One-hour response time	Every two hours	24/7 continuous effort
P2	Two-hour response time	Every business day	Continuous business-day effort
P3	Response within eight business hours	As needed or as status changes	As needed to meet resolution target
P4	Response within two business days	Every two weeks	As available

Technical Account Manager

If access to a TAM is purchased, international customers will be entitled to a dedicated TAM that will act as a direct point of contact and escalation contact for the customer for support issues.

Contact us. We're here to help.

+1-866-699-9689
support@cylance.com
https://support.cylance.com
18201 Von Karman Avenue, Suite 700, Irvine, CA 92612

