

Support Services Guide

This Support Services Guide details the customer support provided by Deep Instinct with respect to any Deep Instinct product subscribed by or licensed to the Deep Instinct customer ("Customer").

"Deep Instinct" means any of Deep Instinct (USA), Inc., Deep Instinct (UK) Limited, Deep Instinct K.K., Deep Instinct (Germany) GmbH and/or any other Deep Instinct Affiliates

1. Support Scope

Deep Instinct Support ("Support") is available based on the product bundle purchased. The Support is offered ONLY in English.

Deep Instinct Support shall respond and work to solve Customer submitted cases related to installation and operation in accordance with the response times, escalation procedures and status updates as detailed herein.

Deep Instinct shall not be responsible for any issues that are caused by amendments, alterations or modifications made to the Product by the Customer or third parties without Deep Instinct's prior written approval.

Deep Instinct shall not be responsible if Customer is using the product in a manner that is in violation of its applicable EULA (End User Licenses Agreement) or contrary to supported configurations and settings.

Deep Instinct will ONLY provide support for latest release of the current and previous major versions. All Customers are expected to be on the latest release of the supported versions available. Any Cases reported that are not issues on a non-supported version will require Customer to upgrade to a supported version.

Deep Instinct Support does not include on-site support, consulting and system design, program coding, project management, facility management, file analysis, incident response, or support for incompatible products or third-party suppliers' products.

2. Case Management

2.1 Case Tracking

Support will receive and respond to cases through one or a combination of the following methods:

Deep Instinct's web portal: <https://portal.deepinstinct.com/> [Preferred]

Email: support@deepinstinct.com

Support will acknowledge the submitted case by a designated contact with an assigned a case number, triage the case, and assign the appropriate resource.

2.2 Multiple Support Cases

In the event a case addresses several separate problems, Support will separate each problem into independent cases and classify the cases according to the Severity Levels detailed in Section 2.3 herein.

2.3 Case Severity

Severity Level classifications ensure consistent treatment of cases handled by Support.

Severity Level P3 is the default level of all cases unless otherwise specified by the Customer. The Customer must provide a reasonable description of the problem or error when reporting a case.

Support will provide the Customer with a case number that will be used to track the status of a reported case

CRITICAL/P1	HIGH/P2	LOW/P3	INFORMATIONAL/P4
Mission-critical system/applications are stopped or so severely impacted that endpoint(s) is essentially inoperable. Impacted application/system is a key business production process.	Product features are unavailable or reduced but system/application is still operable. Impacted application/system is a key business production process.	Product is not functioning as expected; but system/application is operable and key business processes are not impacted.	Product is functioning as expected as there are no issues. Customer requests for a change to the product or updates to the documentation.

2.4 Case Closure

A case shall be considered closed when:

A solution has been provided by Deep Instinct for the problem initially reported; or

A workaround has been delivered by Deep Instinct for the problem initially reported with a solution to be delivered by Deep Instinct through a future update; or

A resolution is scheduled by Deep Instinct for a future update and the release of such update and does not require a workaround; or

Failure of a Customer to respond to Deep Instinct's requests for a period of five (5) days may result in closing the applicable case. A new case would have to be opened by the Customer and ALL SLA response times shall be reset.

3. Support Maintenance Requirements

Customer must have a valid and active license paid in full and no outstanding fees due. In the event the license has expired, the Customer must renew it in order to receive support from Deep Instinct. Only after the license term has been officially validated by Deep Instinct with all fees paid, support shall be provided.

4. Support Target Service Times

Support aims to handle all Customer submitted cases in accordance with the target services times for the relevant severity and support levels outlined in the following tables:

4.1 Knowledge Base Support

Customer will have access to Deep instincts Self Service Knowledge Center.

No additional support services are provided by Deep Instinct with this license bundle.

Knowledge Base Support	Target First Response Time	Target Upgrade Frequency
Severity		
P1-P4	Not available	Not available

4.2 Standard Support

Standard support covers Monday through Friday 9:00 AM to 5:00 PM local time

Access to Deep Instinct Self Service Knowledge Center

Standard Support	Target First Response Time	Target Upgrade Frequency
Severity		
P1	2 Hour	Daily or as agreed with the customer/partner
P2	8 Hours	Daily or as agreed with the customer/partner

P3	24 Hours	Every 5 days or as agreed with customer/partner
P4	48 Hours	Check portal for updates

4.3 Premium Support

Premium support covers 24x7x365

Access to Deep Instinct Self Service Knowledge Center

Premium Support	Target First Time Response	Target Update Frequency
Severity		
P1	1 Hour	Every 8 hours or as agreed with the customer/partner
P2	4 Hours	Daily or as agreed with the customer/partner
P3	8 Hours	Every 3 days or as agreed with customer/partner
P4	24 Hours	Check portal for updates.

Premium support may include the Deep Instinct Warranties as detailed in the Customer Eligibility document <https://portal.deepinstinct.com/sys/document/preview/Deep-Instinct-Warranty-Eligibility-210524110712.pdf>

The Deep Instinct Minimum Security Policy (as such term is defined under the Deep Instinct Warranties) required for the Deep Instinct Warranties can be found at <https://portal.deepinstinct.com/sys/document/preview/Deep-Instinct-Prescribed-Security-Settings-210802120146.pdf> and will be updated from time to time to accommodate product changes and security best practices.

4.4 This support and maintenance services document (including all related documents) may be amended from time to time by Deep Instinct.



BY PURCHASING THE PACKAGE, YOU REPRESENT AND AGREE (ON BEHALF OF YOUR BUSINESS ENTITY) THAT YOU HAVE THE CAPACITY AND AUTHORITY TO BIND YOUR ENTITY TO THESE TERMS, THAT YOU HAVE READ ALL OF THE ABOVE TERMS AND CONDITIONS, UNDERSTAND THEM, AND AGREE TO BE BOUND BY THEM.

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