**CUSTOMER SUPPORT POLICY**

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| **Support Hours** | Monday through Friday from **9AM to 6PM ET** (except during U.S. national holidays). |
| **Support Ticket** | Customer may request support by creating a support ticket at the Customer Success Center: <https://support.spirion.com> |
| **Spirion Knowledge Base** | <https://support.spirion.com> |

**Bug Fixes and Updates**. Customers are entitled to all technical support bug fixes, maintenance updates, and new releases, that Spirion provides to other customers under technical support for no additional fee (**Support Updates**).

**Severity Chart**

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| --- | --- | --- |
| **Severity Level** | **Initial Response (during Support Hours)** | **Resolution/Workaround Goal From Initial Response** |
| 1 – Critical Impact | 4 Hours | 24 Clock Hours |
| 2 – Major Impact | 4 Hours | 48 Clock Hours  |
| 3 – Minor Impact | 4 Hours | As determined by Spirion |

* **Critical Impact** *means* a failure of the software to perform consistent with its technical documentation, resulting in the loss of service, or critical business functions with no possible bypass, recovery, or other workaround.
* **Major Impact** *means* a failure of the software to perform consistent with its technical documentation, where production is significantly impacted or degraded.
* **Minor Impact** *means* a failure of the software to perform consistent with its technical documentation that does not fall into the categories of Severity Level 1 or 2.

**Notification of Updates:**

* **SaaS**.
	+ 7 days’ email notice (to Spirion Operator) of *upcoming significant changes* to the SaaS service.
	+ *If there is a high-priority update*, Spirion will make commercially reasonable efforts to provide the Customer’s appointed Spirion Operator with 24 hours’ notice via email.
* **On Premise Software**.
	+ All software updates are located at the Customer Software Download site, which is located [here](https://my.spirion.com/CustomerPortal/Account/LogOn?ReturnUrl=%2fCustomerPortal).

**Note**:

* If a customer with perpetual license to Spirion software does not renew its annual technical support plan, then such customer is not entitled to any Support Updates.
	+ Any non-renewal of technical support will not affect the perpetual license which will remain in effect, subject to the terms of the license agreement with Spirion.
* All severity level classifications will be determined by Spirion, in good faith acting reasonably.
* Customer is responsible for notifying Spirion of any changes to its Spirion Operator contacts for email purposes.
* Spirion may change the features and functions of its software, but it will not materially degrade such features and functions during a paid technical support term.