



GLOBAL CUSTOMER SUPPORT SERVICE TERMS AND CONDITIONS

These *Global Customer Support Service Terms and Conditions* (“**Support Agreement**”) set forth the terms and conditions under which Akamai Technologies, Inc, with a principal place of business at 145 Broadway Street, Cambridge, MA, 02142 (“**Akamai**”) will provide Technical Support & Maintenance service to you (“**Customer**”, and together with Akamai, a "**Party**" and the "**Parties**") with respect to Akamai's *Guardicore Micro Segmentation* software (the "**Solution**"), and are subject to the *End User License Agreement* ("**EULA**") and related Purchase Order entered into between the Parties.

Capitalized terms not defined herein have the meanings given to them in the EULA.

The Support Service is provided to Customer during the License Term and subject to Customer's payment of the applicable Support Fees.

Akamai reserves the right to revise this Support Agreement at any time by posting the revised version at <https://www.akamai.com/global-services/> or elsewhere in Akamai's website. The revised version will be effective ten (10) days after such posting.

1. **Support Level**

Customer may change to a higher Elite Support Level at any time during the License Term by executing a revised Purchase Order with Akamai, subject to Customer's payment of the additional applicable Support Fees. Premium Support Level is provided by default. This SLA does not differ between Premium and Elite Support.

2. **Updates**

Akamai may from time to time, during the License Term, develop bug fixes, patches and enhancements to the Solution ("**Updates**"). Akamai will make such Updates available to Customer to the extent generally made available by Akamai to its supported Customers under valid support contracts at no additional cost.

3. **Technical Support**

During Business Hours (as specified below), Akamai's helpdesk personnel shall receive Customer email web support requests in connection with Errors of the Solution (each, a "**Support Request**"). An "**Error**" means any verifiable and reproducible failure of the Solution to materially perform the functions described in the Documentation. Once Akamai has determined that the Support Request is covered by a valid Support Agreement, Akamai will respond to such Support Requests based on the severity levels (as determined by Akamai) set out in the table below. Akamai will use commercially reasonable efforts to get to Problem Resolution or to provide a workaround for the Error.

Problem Resolution means the use of reasonable commercial efforts to resolve the reported problem. These methods may include (but are not limited to): configuration changes, patches that fix an issue, uninstalling or reinstalling the software, etc.

<u>Severity Definition</u>	<u>Premium Support (PRM) /Elite*</u>	<u>Akamai's Commitment</u>
<p><i>Severity 1 - CRITICAL:</i></p> <p>(a) The Error causes a critical effect to Customer's production environment in a way that significantly impacts the Customer's business or</p> <p>(b) A key capability of the Solution is fully or partially inoperable, in a way that causes a major issue to the production environment or</p> <p>(c) An Error with direct Security impact on the Solution</p>	<p>First level response within less than 1 hour. Escalation within 6 hours.</p>	<p>Akamai and Customer will commit the necessary resources around the clock for Problem Resolution to obtain workaround or reduce the severity of the Error</p>
<p><i>Severity 2 - HIGH:</i></p> <p>(a) The Error causes the Solution to operate improperly in a manner which impacts the normal course of business for Customer; or</p> <p>(b) An Error that substantially degrades the performance of the Solution in a way which impacts the normal course of business for Customer</p> <p>(c) An Error that prevents the Solution from being installed or operated when properly configured.</p>	<p>First level response within 4 hours. Escalation within 24 hours.</p>	<p>Akamai and Customer will commit an engineer during normal business hours for Problem Resolution to obtain workaround or reduce the severity of the Error and alternative resource during non-Standard Business Hours</p>
<p><i>Severity 3- MEDIUM:</i></p> <p>(a) The Error causes a function not to execute as described in the Documentation without a significant loss of utility or intended functionality; or</p> <p>(b) Disables one or more nonessential functions; or</p> <p>(c) The Solution behavior is materially different from the described in the Documentation but does not rise to the level of a Severity 1 or 2; or</p> <p>(d) Solution alerts are not functioning as expected with no impact to the Production environment</p>	<p>First level response within business hours.</p>	<p>Akamai and Customer will handle the case during business hours to obtain a resolution if applicable</p>
<p><i>Severity 4- LOW:</i></p> <p>All other issues, including general usage questions and cosmetic issues.</p>	<p>First level response at the next business day</p>	<p>Akamai and Customer will handle the case during business hours to obtain a resolution if applicable</p>

* ELITE support is on top of Premium SLA

Note: CRITICAL (Severity 1) cases requires a phone call to Akamai support in order to ensure timely handling of the case.

Standard Business Hours are defined as follows:

- For incidents in North America or Latin America, Standard Business Hours are 9AM to 5PM Eastern Standard Time, Monday-Friday.
- For incidents in Europe, the Middle East, or Africa, Standard Business Hours are 9AM to 5PM, Central European Time, Monday-Friday.
- For incidents in the Asia Pacific region, Standard Business Hours are 9AM to 5PM, Indochina Time, Monday-Friday.



4. Customer's Information

In order for Akamai to meet the above Support Request response times, Customer must provide in a timely manner Akamai with all information, documentation, assistance and access as Akamai might reasonably require, including, without limitation:

- setup information,
- application knowledge,
- listing of any output,
- detailed steps required to enable Akamai to replicate the problem,
- remote access to the necessary system(s),
- exact wording of Error messages, and
- any other data that Akamai may reasonably request in order to reproduce operating conditions similar to those present when the Error occurred.

5. Support Requests Submission

Support Requests to Akamai may be submitted to:

- (i) Phone: see the Contact Us section at
<https://www.akamai.com/global-services/support>
- (ii) Email: support@akamai.com
- (iii) Web: <https://www.akamai.com/global-services/support>

6. Exclusions

The Technical Support described above will only be provided with respect to the then-current release of the Solution and one previous release, and shall exclude Errors resulting from:

- (a) any modifications of the Solution that have not been approved by Akamai in writing;
- (b) Customer's failure to implement in a timely manner any Update made available by Akamai;
- (c) Customer's instructions, or installation or set up adjustments;
- (d) use of the Solution other than as permitted in the EULA;
- (e) any fault in any Third Party System (as defined in the EULA), or other equipment or programs used in conjunction with the Solution, or other causes beyond the control of Akamai; and/or
- (f) Customer's negligence or willful misconduct.

7. Customer Responsibilities

Akamai's obligations under this Support Agreement are subject to the following:

- (a) Customer agrees to receive from Akamai communications via e-mail, telephone, and other formats;
- (b) Customer's technical support contact shall cooperate with Akamai at all times during the provision of technical support and maintenance services under this Support Agreement; and
- (c) Customer shall report to Akamai all problems with the Solution and shall implement any corrective procedures provided by Akamai reasonably promptly after receipt.