BigID Support Policy – Standard Level Support

Support Services:

1. **Definitions**.

   a. "**Error**" means a bug, defect, or error in the Software that causes material nonconformance in the performance and operation of the Software as set forth in the Documentation.

   b. "**Severity Level**" or "**Sev**" means the classification of an Error based on the definitions in Table 1 below.

   c. "**Support Hour**" and "**Support Day**" shall mean an hour and/or a day, as applicable, within the specified time period that Support is made available pursuant to Section 2.

   d. "**Update(s)**" means any update, upgrade, release, or other adaptation, modification or replacement of the Software that BigID may provide from time to time, in its sole discretion, to licensees of the Software, which may contain, among other things, error corrections, enhancements, improvements or other changes to the Software.

2. **Support.** BigID shall provide Support Services together with all Updates in accordance with the terms of this Support Policy and the Agreement. Support Services include:

   a. Support Hours.

      i. Standard support hours are 8:00 am to 8:00 pm (USA Eastern time) Monday-Friday (excluding US federal holidays) for online and callback phone support for Sev1 and Sev2 technical issues relating to the use of the Software (including Errors or problems and assistance understanding specific features) ("Standard Support"); or

         - Customer may elect to define standard support hours from 8:00 am to 5:00 pm for a single alternate time zone such as IST (India Standard Time) in lieu of USA support hours.

      ii. If Customer purchases Extended Support, Customer Support hours are 24 hours, 5 days a week (24x5) ("Extended Support") for Sev3 and Sev4 and 24 hours, 7 days a week (24x7) for Sev1 and Sev2. E-mail: Support@bigid.com; Phone: (917) 765-5958.

   b. Severity Level Definitions. At the time it reports an Error to BigID, Customer shall in good faith designate the Severity Level for such Error, using the definitions in Table 1 below. BigID will not modify such designation without Customer's consent, provided that the parties shall work in good faith to properly classify the Severity Level; provided, however, that if it is determined that the root cause of an incident is outside the Software or BigID control, then, upon notice to Customer, BigID may modify the designation.

   c. Support & Warranty Exclusions. BigID's Software Warranty and Support obligations shall not apply to any Errors or Software Warranty claim(s) to the extent arising out of or relating to: (i) modifications made to the Software by Customer or its Representatives including improper maintenance or configuration changes; (ii) use of the Software other than as specified in the Documentation and/or the Order, including any use in combination with any technology (including any software, hardware, firmware, system or network) or service not specified for use therein; (iii) Customer's or its Representative's negligence or intentional misconduct in the use of the Software; (iv) Customer's failure to promptly install all Updates to the extent the Update would have avoided the issue, provided that BigID will provide Support for a prior release for 12 months of the most current release; (v) the operation or malfunction of, or access to, Customer's or a third party's technology, system or network; (vi) pre-release software or software that BigID makes available for testing or demonstration purposes; (vii) any modifications to the Software made at Customer's request that are made specifically and uniquely for Customer; or (viii) any other circumstances or causes outside of the reasonable control of BigID. Customer will install all Updates promptly upon their release.

d. Escalations. If a Sev1 or Sev2 Error is not progressing toward resolution, or other objectively exceptional circumstances, then Customer may escalate a support incident to its designated escalation contact.

Table 1 – Severity Level Definitions

Severity Level	Definition	Examples
Sev1	BigID Software is down or unusable and no workaround is immediately available Sev1 support requires Customer to have dedicated resources available to work on the issue on an ongoing basis and in real-time during contractual support hours	- Software is unavailable for use - Data corrupted or lost and must restore from backup - No users able to access the Software - Unable to scan any data sources, initiate scans, or run reports
Sev2	Software is available for use but issues are causing a high impact to Customer's business operations because major functionality is not working, the issue puts a critical deadline at risk, or missing functionality substantially impairs use	- Major performance issues caused by the Software or a functionality within the Software (e.g. scanning or reporting) - Unable to scan a subset of data sources
Sev3	Software is functional with minor degradation. There is a partial, non-critical loss of use of the functionality with a medium-to-low impact on Customer's business operations serviced by BigID, but some processes continue to function. A short-term workaround is available, but may not be scalable	- Error message that was received in a specific part of the Software - Question about functionality of a specific part in the Software that is currently in use - Configuration related issues
Sev4	Minor inquiries that are informational in nature, minimally affect the functionality of the Software, or have no impact on business operations	- General usage questions - Cosmetic UI/UX issues - Software suggestions - Documentation update request

Table 2 – Support Standards

Severity Level	Target Response Times - Standard Support (Monday-Friday 8-5)	Target Response Times - Extended Support (24x5 Sev3 and Sev4) (24x7 Sev1 and Sev2)	Status Updates
Sev1	1 Business Hour	1 Calendar Hour	Hourly
Sev2	4 Business Hours	4 Calendar Hours	Every 2 Days
Sev3	1 Business Day	1 Calendar Day	Weekly
Sev4	2 Business Days	2 Calendar Days	Weekly

Optional Support Offering(s):

1. Designated Support Engineer (DSE). If purchased by Customer, Customer will have access to a DSE who acts as a primary contact for Customer support questions and concerns. The DSE (i) serves as the main point of contact for the Customer on status of technical issues; (ii) understands the Customer's deployment and the production/operational status; (iii) works with other BigID technical support engineers to align and assist in resolution efforts; (iv) works closely with BigID services engineers and BigID project managers during the implementation phase; and (v) reviews the status of open issues and presents the next steps during bi-weekly Customer meetings.