aria CYBERSECURITY SOLUTIONS

Support Services Policy for OEM and Channel Customers

This document is the primary document used to communicate the ARIA Cybersecurity support services policy ("Support Services Policy") to licensees of ARIA software products (hereinafter "Customer" or "You"), for the ARIA software products available under both proprietary licenses and open source licenses (collectively, "Software").

As referenced in the proprietary license agreement or any other agreement (in each case the "Agreement") under which You obtain and are granted the right to use ARIA's Software, this Support Services Policy sets forth ARIA's standard support terms and conditions, as well as provides a description of ARIA's technical support levels ("Support Services") available to You upon payment of the applicable fees. Capitalized terms not defined herein have the definition set forth in the applicable Agreement.

1. Definitions

Product Version. Product Version Releases (X.y.z) are vehicles for delivering major and minor feature development and enhancements to existing features and are designated by ARIA Cybersecurity by means of a change in the digit to the left of the first decimal point (e.g. Software 3.0 >> Software 4.0). They incorporate all applicable defect corrections made in prior Product Version Releases, Minor Releases, and Bug Fix Releases.

Minor Release. Minor Releases (x.Y.z) are vehicles for delivering minor feature developments, enhancements to existing features, and defect corrections and are designated by ARIA Cybersecurity by means of a change in the digit to the right of the decimal point (e.g. Software 4.0 >> Software 4.1). They incorporate all applicable defect corrections made in prior Minor Releases and Bug Fix Releases.

Bug Fix Release. Bug Fix Releases (x.y.Z) are vehicles for delivering minor product improvements to existing features and defect corrections. They incorporate all applicable defect corrections made in previous Bug Fix Releases. While there is no predefined schedule for Bug Fix Releases, these are released regularly based on customer feedback and outstanding defects.

Recommended Environments. Recommended Environments are a combination of a particular product and version running on a specific environment as indicated in the Documentation.

Supported Environments. Supported Environments are a combination of a particular product and version running on a specific environment as indicated in the supported environment available in the Documentation.

Generally Available ("GA") Software. GA Software is available for sale and is fully supported in the Recommended Environments from the date upon which a product becomes GA Software, until the date it becomes Retired Software. ARIA Cybersecurity recommends that customers begin all new projects with GA Software and migrate existing applications to GA Software as soon as possible.

Retired Software. Retired Software is not available for general sale and will be supported for up to 18 months from the initial retirement date. ARIA Cybersecurity will no longer provide feature developments or product enhancements for Retired Software. ARIA Cybersecurity recommends that customers do not continue to develop new applications based on Retired Software.

Retired Platforms. Retired Platforms are not available for general sale and will be supported for up to 6 months from the initial retirement date. ARIA Cybersecurity will no longer provide feature developments or product enhancements for Retired Platforms. ARIA Cybersecurity recommends that customers do not continue to develop new applications based on Retired Platforms.

End of Life Software. End of Life Software is available for limited support by ARIA Cybersecurity Support Service. Customer Service may consider providing support assistance for End of Life Software at an agreed upon fee. ARIA strongly recommends that customers migrate to a fully supported version of the product as soon as possible to maintain the highest level of support for their applications and systems.

Product Warranty: ARIA Cybersecurity product warranties can be reviewed in our product data sheets. Questions regarding your specific hardware and software implementation will be addressed by contacting ARIA Cybersecurity support at aria_support@ariacybersecurity.com

2. Engagement of Support Services

Upon payment of the fees as specified in an applicable Order Form or purchase order, ARIA Cybersecurity will provide the following Support Services to Customer in connection with its use of the Software:

- Facilities for bug tracking, escalation of problems for priority attention, and access to community-supported FAQs and forums relating to the Software.
  https://www.ariacybersecurity.com/support/faq/

- Assistance with troubleshooting to diagnose and fix errors in the Software.

- Access to the applicable Documentation for the Software, and if not expressly granted in the applicable Agreement, ARIA Cybersecurity hereby grants Customer the right during the term of the Agreement to reproduce and distribute internally such Documentation.
  https://www.ariacybersecurity.com/support/downloads/

3. Exclusions from Support Services

ARIA Cybersecurity shall have no obligation to support versions of Software other than the unmodified, current GA Software made available by ARIA Cybersecurity in a Recommended or Supported Environment as well as any previous release that has not become End of Life Software. ARIA Cybersecurity will have no obligation to support Customer with respect to (i) altered or modified Software, release candidate or milestone releases; (ii) Software not installed in a Supported Environment in accordance with the applicable Documentation; (iii) problems caused by Customer's negligence, misuse, or hardware malfunction; or use of Software that is inconsistent with the applicable Documentation. Support Services do not include custom code development or debugging, system and/or network design, assistance for installation and/or migration, job optimization and responses on "how to questions". For such services, ARIA Cybersecurity strongly recommends that customers contact ARIA Cybersecurity's local Sales Representative, who may direct you to the right service within ARIA Cybersecurity.

4. Costs and Expenses

Except as expressly provided for in the Agreement, each party shall be responsible for all costs and expenses incurred by that party in performing its obligations or exercising its rights in connection with the provision and receipt of Support Services hereunder. Additional support efforts or equipment configuration will require negotiation of costs and expense.

5. Customer Responsibilities

Customer shall provide reasonable cooperation and full information to ARIA Cybersecurity with respect to ARIA Cybersecurity's furnishing of Support Services under this Support Services Policy.

6. Support Contacts

Customer is entitled to allocate, through the registration link provided in the "Welcome to Support Message", four authorized support contacts for the submission of support requests.

ARIA Cybersecurity works to support every customer. If a support request is received from anyone not defined as an allocated support contacts, the communication will not be declined. ARIA Cybersecurity Support will use "best effort" practices to assist. Problem severity and response times will not be applied to the issue.

7. Problem Severity

Upon receipt of a properly submitted request for Support Services, ARIA Cybersecurity shall prioritize and perform an initial issue response in accordance with the guidelines below. "Problem Severity" shall be defined jointly with Customer and supported by business cases where necessary. Problem Severity may be re-evaluated upon submission of a workaround.

	1-Blocker	2-Critical	3-Major	4-Minor
Summary	Software is completely unusable	Use of the software is significantly degraded	Non-critical loss of software functionality	General usage question
Description	A production system is down or rendered unusable with no available workaround. Business operations have been halted or substantially impacted.	A production system is functioning with significantly reduced capacity and no available workaround. Business operations can continue in a limited fashion. For development environments, an error is blocking further development work and putting a significant milestone or deadline at risk.	Partial, non-critical loss of software functionality. Usage of software is impaired, but business operations can continue.	A general usage or how-to question. An error is cosmetic in nature or has minimal impact on business operations.
Initial Response Time:	Response within 8 business hours	Response within 8 business hours	Response within 16 business hours	Response within 24 business hours

8. Support Agreement

ARIA Cybersecurity is committed to offering purchased Support Services to its customers based on the response time guidelines indicated in the severity table as shown in section 7 and update frequency table in section 9 of this document. Response time varies on the severity of the issue. ARIA Cybersecurity addresses problem resolutions through a number of mechanisms, including defining workarounds, developing patches, or through an upcoming GA Software release based on issue severity and priority. If a defect is identified in GA Software, it will be logged by an ARIA Cybersecurity Technical Support representative, who will then coordinate with the maintenance team to address the issue. Scheduling of the defect resolution will be based on severity and priority. At ARIA Cybersecurity's discretion, a Bug Fix Release may be delivered, in cases of high severity or significant impact to multiple customers, where a workaround is not available.

If at any time, Customer feels it is not receiving a level of service that meets Customer's expectations, Customer may request ARIA Cybersecurity to escalate Customer's case or for Customer to be contacted by ARIA Cybersecurity Technical Support management. Any Customer requested escalation will receive direct management attention and consideration by ARIA Cybersecurity.

9. Post Engagement Support Update Timetable

ARIA Cybersecurity support shall exercise diligent, good faith, commercially reasonable efforts to meet the following "update" case response times after the initial support engagement. ARIA Cybersecurity shall update the customer on the reported issue based on the Response times identified in the table below.

Post Engagement Update Frequency	Response Time
1-Blocker (S1)	Support issue update every 8 business hours
2-Critical (S2)	Support issue update every 12 business hours
3-Major (S3)	Support issue update every 24 business hours
4-Minor (S4)	Support issue update every 40 business hours
Phone Availability	N/A

10. Regional Business Hours

Support is available via email and the ARIA Cybersecurity customer support portal during the following business hours:

US: 9am to 5pm Eastern Time (Monday – Friday, excluding Holidays)

ARIA Cybersecurity does maintain a monitored technical support phone. The number is 978-954-5038 as well as 1-800-325-3110, pressing option 3 when requested from the auto attendant.

Contact Us to Schedule a Technical Demonstration or Arrange an Evaluation ✉ ARIAsales@ariacybersecurity.com

ABOUT ARIA CYBERSECURITY SOLUTIONS

ARIA Cybersecurity Solutions recognizes that better, stronger, more effective cybersecurity starts with a smarter approach. Our solutions provide new ways to monitor all internal network traffic, while capturing and feeding the right data to existing security tools to improve threat detection and surgically disrupt intrusions. Customers in a range of industries rely on our solutions each and every day to accelerate incident response, automate breach detection, and protect their most critical assets and applications. With a proven track record supporting the Department of Defense and many intelligence agencies in their war on terror, and an award-winning portfolio of security solutions, ARIA Cybersecurity Solutions is committed to leading the way in cybersecurity success.

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