



Technical Support Program

1. Introduction

XM Cyber's customer support program is intended to assist customers with any software issues arising from the use of XM Cyber's solution. Our representatives follow comprehensive quality management procedures and continuous training to resolve any software issues promptly.

2. Plans Essentials

The support services require customers to grant XM Cyber's remote or local access to its network and systems. Giving such access is under the customer's sole control, and the customer acknowledges that XM Cyber's will not provide support services if the customer chooses not to grant such access. Any support services and response time shall commence upon giving such access.

3. Support Plans

Customers that license XM Cyber products are covered under our technical support programs. Customers that elect to purchase Premium Services will enjoy superior support services, as described in Table 3A.

Table 3A - Technical Support Plans

Support Coverage		SMB	Pro + Enterprise
* Entity means any licensed entity * V = Included * X = Not Included		0-2,500 entities	More than 2,500 entities
Support	9 to 5 Business Service Hours	V	V
	Fixes, updates, and minor upgrades	V	V
	Access to online Knowledge Base	V	V
Premium Support (Additional Cost)	24/7 Business Service Hours	V	V
	Dedicated Training session	V	V
	Weekly cadence call	X	V
	Staging environment	X	V
	Custom Risk & Mitigation Reports	X	V
	Direct Line - Phone	V	V

4. Reporting an Error

XM Cyber's representatives shall receive customers' requests via a dedicated web support portal, detailed with the services' Errors ("Support Request"). An "Error" means any verifiable and reproducible material failure of the software to perform the functions described in the documentation. XM Cyber will respond to such Support Requests based on the severity levels set out in the table 7A below. XM Cyber will use its best efforts to resolve the Error or provide a workaround for the Error.

5. Customer Support Requests Submission and Life Cycle

Customers may reach the XM Cyber's support center by submitting a Support Request using one of the following ways:

- Through our Customer Portal at <https://customers.xmcyber.com/>
- For Premium customers - call XM Cyber's support line at +1 972 703 2153

All support cases are logged to the Customer Portal and assigned to the appropriate representatives. After that, your support case will go through the following lifecycle:

- a. Collecting information to help troubleshoot the issue
- b. Troubleshooting by the support engineer
- c. Finding a solution (including workarounds, product changes, and patches)
- d. Closing the support case

6. Collection of information

This section defines the types of information needed for XM Cyber to quickly diagnose the issues and resolve your Support Request. Please make sure to have the below information readily available before contacting XM Cyber's Customer Support team.

- a. Account Name
- b. XM Cyber's module that is relevant to the Support Request
- c. The XM Cyber's version you are using
- d. Provide the exact wording of the Error messages and relevant screenshots
- e. Listing of any output
- f. Setup information
- g. Any other data that XM Cyber's may reasonably request to reproduce operating conditions like those present when the Error occurred
- h. Single point of contact for severity 1 Error

7. Response Time & Plans

A case severity level measures the impact of the technical issue on your systems. Accurately defining the problem and its severity ensures a timely and effective response by your XM Cyber's customer support team. The following severity will assist XM Cyber's customer support engineers in assigning the right resources to resolve all technical issues efficiently as possible. Support response times for both Standard and Premium plans are based on the incident severity.

Table 7A – Technical Support Response Times

Severity	Description	Standard	Premium
1- Critical	Severe impact to your production environment, such as loss of production data or systems not functioning	Up to 4 business hours	Up to 2 business hours
2- High	Software is functioning, but its uses in a production environment is severely reduced.	8 business hours	4 business hours
3- Medium/Low	Partial, non-critical loss of software used in a production environment, but you can continue using it with a workaround.	Next business day	Next business day

8. Exclusions

The support services described in Table 3A will only be provided for the then-current release of the services and one previous release and shall exclude Errors resulting from:

- a. Failure of the customer to promptly implement software updates released by XM Cyber
- b. Written instructions from XM Cyber that the customer did not implement

9. Maintenance

Relevant for SaaS customers - Updates, upgrades, and other system maintenance tasks necessary to secure the proper operation of the system, will be scheduled by XM as needed. Normally, system maintenance will be carried out on Sundays between 16:00 to 17:00 CET. To the extent that system maintenance is carried out at other times, it will be done with minimal disruption to the operation of the system. To the extent possible, XM Cyber will inform the Customer of such system maintenance as early as possible.

10. Customer Responsibilities

- a. Customer agrees to receive from XM Cyber communications via email, telephone, and other formats. (e.g., Slack)
- b. Collaboration of the customer with XM Cyber's engineers during the provision of Support Request
- c. The customer shall report to XM Cyber all problems with the software and shall implement the corrective procedures provided by XM Cyber promptly after receiving such procedures

11. Others

XM Cyber reserves the right to modify this plan at any time by posting the revised version on XM Cyber's website.