



Beyond Identity Customer Support Policy

(M&S v25-January-2021)

Beyond Identity, Inc. (“Beyond Identity”) provides support to assist our customers with the use of the Beyond Identity products and services. Beyond Identity is committed to providing world-class support and will undertake all due efforts, in accordance with then-current industry standards and best practices, in order to respond to support requests in accordance with the time-frames defined in the applicable Customer Support Plan, (“Support Service(s)”) as further described below.

Access to Beyond Identity’s Customer Support services are submitted and tracked *via* an online ticketing system. Requests for support services (“Support Request(s)”) may be submitted either *via* (i) a web form at our support site located at <https://support.beyondidentity.com> (“Support Portal”); or (ii) email at support@beyondidentity.com (not applicable for Freemium customers). Further the Support Portal contains community support, product documentation, and knowledge base documentation.

Scope

Eligibility

To receive Support Services from Beyond Identity the customer must have an up-to-date, paid and valid subscription for such Support Service.

Responsibilities

Beyond Identity shall:

- Provide access to all generally available updates, upgrades, enhancements, fixes and new versions of the software (as applicable according to such customer’s software license); and
- Provide customers with online access to a Support Portal. The support portal may include a ticket submission system, ticket statuses and history, knowledge articles and product documentation.

Customer shall:

- Provide prompt notice of any issue *via* the Support Portal;
- Provide a detailed description of the issue(s);
- Provide promptly any additional information requested, targeted to, but not limited to reproducing the issue(s);
- Cooperate and show good will in assisting with the investigation into the issues; and



- Assign primary contacts who are expected to work with Beyond Identity's Support staff in order to solve the reported issue(s).

Service Availability

The Support Services provided by Beyond Identity are targeted to maintain a 99.9% uptime per calendar month. The availability of such Support Services does not include regularly scheduled maintenance, downtime that results from third-party interference or which are Beyond Identity's reasonable control, which includes but is not limited to the following:

- An initial misconfiguration;
- A customer cause;
- An update to configuration that the customer has been asked to perform in advance but for which was not performed; or
- Failure of the Customer Internet service provider(s).

Limitations

Beyond Identity's obligation to provide Support Services shall apply only to the supported releases per Beyond Identity's end-of-life policy. Any custom development done by a third-party, customer or Beyond Identity is outside of the scope of this policy, unless explicitly agreed in a separate contract. Email submissions of tickets are treated as an information request until investigated.

Response Time

The response time is measured from the time Beyond Identity receives the Support Request until Beyond Identity has responded to that Support Request. Beyond Identity does not guarantee resolution times, and a resolution may consist of a fix, workaround, service availability, or other solution that Beyond Identity deems reasonable.

Priority Levels

A Support Request by a customer will be classified in one of four priority levels. The priority level along with the support plan will define the response times, including response-times and update frequency.

Classification	Definition
Priority 1	An issue that prevents operation of critical documented functions with high frequency or duration. Essentially unable to use the product and widespread issue. Priority 1 issues require the customer to have dedicated resources available to work on the issue on an ongoing basis with Beyond Identity.
Priority 2	An issue that consistently prevents operation of non-critical documented functions or occasionally impacts critical documented functions or a critical issue for which a temporary work around has been provided.



Priority 3	An issue that has some impact on administration, non-critical operation or other secondary functions or a major issue for which a temporary work around has been provided.
Priority 4	The services are unaffected; Customer requests product related technical advice or general information and feature questions related to the products.

Priority 1 Cases

Beyond Identity will provide continuous efforts (24/7/365) to resolve Priority 1 Support Requests, until a workaround or resolution can be provided or until the issue can be downgraded to a lower severity.

Upgrade/Downgrade of Priority Level

If, during the Support Request process, the issue either (i) requires assignment of a higher priority level than currently assigned; or (ii) no longer requires the priority level currently assigned, based on its current impact to the product or services, then the priority level will be upgraded or downgraded accordingly to the priority level that most appropriately reflects the current impact.

Support Plans

Currently, Beyond Identity offers two Customer Support Plans today – “Basic” and “Premium”. The Basic plan is included in all Beyond Identity subscriptions.

Basic Plan	Premium Plan
Limited Access (Business Support Hours)	Enterprise Support 24x7
Basic Plan Performance Metrics	Premium Plan Performance Metrics
Community Support	Community Support
Web Portal	Web Portal
Email ticket creation (not applicable for Freemium customers)	Email ticket creation
Level 1 (Pool)	Level 2 (Pool)

Beyond Identity will undertake all due efforts in order to respond to Support Requests, in accordance with then current industry standards and best practices, and endeavors to respond in a manner consistent with the time frames defined in the selected Customer Support Plan. All time-frames defined in the applicable Customer Support Plan are only available and calculated during and within such Customer Support Plan’s business support hours, as set forth below.



Basic Plan Performance Metrics

Classification	Time to First Response	Update Frequency
Priority 1	Acknowledgment within (4) hours of customer's submission of support request.	(1) Business day
Priority 2	Acknowledgment within (1) business day of customer's submission of support request.	(2) Business days
Priority 3	Acknowledgment within (2) business days of customer's submission of support request.	(3) Business days
Priority 4	Acknowledgment within (2) business days of customer's submission of support request.	(4) Business days

Basic Plan Business Support Hours: 8 am - 5 pm, Central Time, Monday - Friday, excluding US Holidays

Premium Plan Performance Metrics

Classification	Time to First Response	Update Frequency
Priority 1	Acknowledgment within (1) hours of Customer's submission of support request.	(2) hours
Priority 2	Acknowledgment within (2) hours of Customer's submission of support request	(4) hours
Priority 3	Acknowledgment within (4) hours of Customer's submission of support request	(8) hours
Priority 4	Acknowledgment within (8) hours of Customer's submission of support request	(8) hours

Premium Plan Support Hours: 24 hours a day, 7 days a week, 365 days a year

{End}
