

# ABSOLUTE TECHNICAL SUPPORT SPECIFICATIONS

## INFOSHEET

| RESOURCE                      | RESOURCE AVAILABILITY                                     | ACCESS OPTIONS  | EXPECTATIONS   |
|-------------------------------|---|---|--|
| <b>KNOWLEDGE BASE</b>         | 24x7x365*   | <a href="https://forums.absolute.com/kb.php">forums.absolute.com/kb.php</a> | <ul style="list-style-type: none"> <li>Access to exclusive knowledge base articles on Absolute solutions</li> </ul>  |
| <b>INTELLIGENCE FORUM</b>     | 24x7x365*   | <a href="https://intelligence.absolute.com">intelligence.absolute.com</a>   | <ul style="list-style-type: none"> <li>Find, post, and share topics, tips, and insights with experts in our customer community and the Absolute team</li> </ul>                            |
| <b>TECHNICAL SUPPORT TEAM</b> | Standard Support 24x5x365*                                | <a href="https://absolute.com/support">absolute.com/support</a>             | <ul style="list-style-type: none"> <li>Create, update and manage support cases</li> <li>Response times consistent with published SLAs based upon case severity</li> </ul>                  |
|                               | Extended Support 24x7x365<br>Critical Security Coverage** |   |  |
| <b>ACCOUNT MANAGER</b>        | Local Business Hours                                      | Contact information provided by your Account Manager                        | <ul style="list-style-type: none"> <li>Account Manager dedicated to your customer satisfaction with Absolute solutions and resources</li> <li>Ongoing, periodic account reviews</li> </ul> |
| <b>SOFTWARE UPDATES</b>       | As available  | <a href="https://absolute.com/support">absolute.com/support</a>             | <ul style="list-style-type: none"> <li>Access to software updates, hot-fixes, and related documentation</li> </ul>   |
| <b>PROFESSIONAL SERVICES</b>  | As requested  | Contact your Account Manager  | <ul style="list-style-type: none"> <li>Access to all service offerings</li> </ul>  |

\* Technical support is closed on January 1 and December 25

\*\* 24x5x365 for non-critical severity cases otherwise

CASE SERVICE LEVEL AGREEMENTS AND SUPPORT LEVELS

| SEVERITY LEVEL | DESCRIPTION   | FIRST RESPONSE TIME |
|----------------|---|---------------------|
| 1- CRITICAL    | A <b>Severity 1-Critical Case</b> arises when the product is failing to perform to specifications in the live production environment and as a result is severely impacting the Company's critical business operations and/or security.                                | 2 Hours             |
|                | Example Situations: <ul style="list-style-type: none"> <li>• Inability to perform an endpoint security action on a compromised device</li> <li>• Agent performance is adversely affecting network performance across the organization</li> </ul>                      |                     |
| 2- URGENT      | A <b>Severity 2-Urgent Case</b> arises when the product is failing to perform to specifications in the live production environment. Neither critical business operations nor security is at risk, but productivity for a large number of users is adversely affected. | 4 Hours             |
|                | Example Situations: <ul style="list-style-type: none"> <li>• A reporting function is not generating the expected results</li> <li>• Device call-in rates have lowered significantly</li> </ul>  |                     |
| 3- STANDARD    | A <b>Severity 3-Standard Case</b> arises when the product is failing to perform to specifications. The business is only moderately impacted if at all.  | 12 Hours            |
|                | Example Situations: <ul style="list-style-type: none"> <li>• A minor issue arises within your account</li> <li>• An error message has been encountered performing a non-critical task</li> </ul>  |                     |
| 4- LOW         | <b>Severity 4-Low Cases</b> are reserved for general inquiries and enhancement requests.  | 24 Hours            |

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