

THESE REQUIREMENTS HAVE BEEN INCORPORATED BY REFERENCE INTO, AND FORM A PART OF, THE PARTNER AGREEMENT BETWEEN VENDOR AND COMPANY (THE “**AGREEMENT**”). Capitalized terms not otherwise defined herein have the meanings ascribed to them by the Agreement.

SUPPORT DESCRIPTION

Company Support Obligations

As part of the MSP program, the Company is obliged to complete all required trainings provided by the Vendor and obtain two support certifications as soon as practicable after conclusion of the Agreement.

Support Level	Description
Level 1 and Level 2	<ul style="list-style-type: none"> • Assist with installation of the Solution. • Troubleshoot connectivity issues, between endpoints and cloud. • Troubleshoot installation errors. • Configure remote deployment and troubleshoot errors. • Interact with Vendor support when further troubleshooting is required from Vendor. • Review Vendor logs. Understanding of Vendor logs and reports to troubleshoot issues and provide assistance. • Use the Vendor’s Support Tool to provide logs and device data to Vendor for additional support. • Configure policies and troubleshoot related issues. Understand the function of Vendor’s policies and troubleshoot issues related to functionality of policies. • Create scanning exclusions and report false-positive detections to Vendor. • Troubleshoot the Vendor’s firewall. Create packet rules, review blocked traffic. • Create and acknowledge alerts. Troubleshoot related issues. • Troubleshoot DNS-related issues. • Device Cloning: configure device master/clone(s), troubleshoot problems with cloned devices. • Manage End Users. Configure new users - understand user roles and the permissions assigned to each. • Configure and utilize in-product reports to obtain additional information about device issues. • Understand best practices to prevent infections, and what to do if infections are found.

Vendor Support Obligations

Support Level	Description
Level 3	<ul style="list-style-type: none"><li data-bbox="431 401 1357 474">• Purpose • Replicate Solution issue, localize issue, recommend work-around until a permanent fix is developed and deployed<li data-bbox="431 512 1073 543">• Resource • High level technical specialist<li data-bbox="431 581 1377 686">• Action • Replicate issue in the lab, determine issue component and recommend work-around to Company so that Company may advise End User

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