



Total Fraud Protection Support Terms

These Total Fraud Protection Support Terms are subject to and incorporated into (i) the AppGate Software Schedule and, if applicable, AppGate Hosted Service Addendum (collectively, the "Software Schedule" and, together with all other documents governing such Software Schedule or governed by, or incorporated by reference into, such Software Schedule, the "Agreement"), or (ii) the AppGate Software-as-a-Service (SaaS) Schedule (the "SaaS Schedule" and, together with all other documents governing such SaaS Schedule or governed by, or incorporated by reference into, such SaaS Schedule, the "Agreement"), by and between the parties, and any terms not defined in these Total Fraud Protection Support Terms shall have the meaning set forth therein. For purposes of these Total Fraud Protection Support Terms, the term "Schedule" will mean either the Software Schedule or the SaaS Schedule, as applicable. These Total Fraud Protection Support Terms shall be deemed "Support Terms" as defined in the Schedule.

1. Support Availability and Contact Information

Business Hours	24 hours a day, 7 days a week, 365 days a year
Support Web Portal	http://support.appgate.com The Support Web Portal offers electronic access to Support and assistance information, which allows the personnel in charge of the project to consult product manuals, and related technical and operative information.
Support Email	fraud.support@appgate.com
Support Phone	+1-866-524-4782
Support Delivery Languages	English and Spanish

2. Response Service Level Objectives ("Service Level Objectives")

AppGate will make all reasonable efforts to respond to reported problems per the following table. AppGate does not offer remediation for missed Service Level Objectives.

An AppGate Support agent will attempt to solve the Error during the initial call, email or Support Web Portal request. When this agent is unable to solve the Error during the initial contact, the service requirement is registered and a Support Engineer will continue with the evaluation of the Error. If the Support Engineer is also unable to solve the Error, the incident is then escalated to the AppGate Product Development Department. The times in which the incidents are escalated may vary depending on the priority or severity of the case.

Customers can report an Error via phone, email or through the Support Web Portal and assign a level of severity.

Severity Category	Support Response
Severity Type 1* These include conditions that severely affect service and require immediate corrective action.	AppGate will use commercially reasonable efforts to: (a) assign a Support Engineer to respond to an incident within the first two (2) hours after the initial report and (b) provide frequent reports to the Customer about the status of the solution process. <u>Temporary Solution:</u> AppGate will use commercially reasonable efforts to solve or provide a Temporary Solution within 24 hours of the initial report. <u>Definitive Solution:</u> If changes to the Products are required, AppGate will use commercially reasonable efforts to solve a Severity Type 1 Error within ten (10) working days after the initial report. Such resolution may be provided in the form of a solution to the Error, a software repair, an update or an entirely new publication.

Severity Category	Support Response
<p>Severity Type 2*</p> <p>These include conditions that seriously affect system operation, maintenance, or administration, and require immediate attention. The urgency is less than in critical situations because of a lesser immediate or impending effect on system performance / users.</p>	<p>AppGate will use commercially reasonable efforts to: (a) assign a Support Engineer to respond to an incident within the first (4) hours after the initial report and (b) provide frequent reports to the Customer about the status of the solution process.</p> <p><u>Temporary Solution:</u></p> <p>AppGate will use commercially reasonable efforts to solve or provide a Temporary Solution within the first (5) days of the initial report.</p> <p><u>Definitive Solution:</u></p> <p>If changes to the Products are required, AppGate will use commercially reasonable efforts to solve a Severity Type 2 Error within thirty (30) days after the initial report. Such resolution may be provided in the form of a solution to the Error, a software repair, an update or an entirely new publication.</p>
<p>Severity 3</p> <p>These include conditions that do not significantly impair system function and do not significantly affect Customer services.</p>	<p>AppGate will use commercially reasonable efforts to assign a Support Engineer to respond to an incident within the first (8) hours of the report.</p> <p><u>Definitive Solution:</u></p> <p>AppGate may include the solution to the Error in the next Product update.</p>
<p>* For Severity Type 1 and 2 incidents, AppGate can, at its own discretion, escalate the work needed to solve the issue, which may include, but it is not limited to, on-site diagnostics and other steps. AppGate will bear the expenditures corresponding to the diagnostics. Nevertheless, in the event the cause of a reported incident is one for which AppGate is not responsible for providing Support for in accordance with these Total Fraud Protection Support Terms, Customer will be responsible for the applicable expenditures in accordance with AppGate's then-in-place fees for on-site diagnostics.</p>	

3. Definitions

- (a) "Definitive Solution" means a solution to an incident reported by Customer either through a patch or a product update.
- (b) "Designated Contacts" means the persons registered by the Customer as their authorized personnel to contact AppGate for Support.
- (c) "Error" means a situation reported by the Customer where the Product does not operate according to current Documentation.
- (d) "FDC" means the first Designated Contact.
- (e) "Products" means the Products (as defined in the Schedule) that Customer is entitled to Support for in accordance with the Agreement.
- (f) "Temporary Solution" means a workaround or other temporary solution to return the system to normality while a Definitive Solution is found.

4. **Standard Technical Support and Maintenance for Products.** Support includes guidance on all application features and usage, troubleshooting, diagnostics, alternative solutions, configuration and installation, identification of issues and application patches. The Customer is responsible for providing accurate information and documentation in order for AppGate to reproduce the issue or Error. This includes written detailed descriptions of the issue or Error, registry records, log files and any other information required by AppGate.

4.1. Designated Support Contacts

Access to Support, whether via email, phone or through the Support Web Portal, is limited to the Designated Contacts. Customer may register up to four (4) Designated Contacts. This allows the Customer and AppGate to ensure that only the Designated Contacts monitor the reported incidents, while also allowing the Customer to manage more efficiently their



Support incidents through a centralized approach. Each Customer must assign an FDC who will act as administrator for the Designated Contact profiles and will be able to add or change them.

4.2. Version Updating

In the event AppGate makes an update, improvement or modification to a Product that Customer is entitled to in accordance with the Agreement, an official notification will be sent to Customer informing Customer about the details of the update, improvement or modification. If Customer wishes to update the Product with such update, improvement or modification, Customer must request the Installer File from AppGate through any of the available Support channels. In the event Customer makes such a request, a ticket will then be created defining the details regarding the delivery of the Installer File and the dates when the update will be performed. After the update is complete, AppGate will keep track of the application's operation.

4.3 Versions Supported

In the event Support for the Product is included pursuant to the Agreement, Support will be provided for all releases (e.g. minor and patch releases) of the latest major version of the Product and the previous two (2) major versions. No Support will be provided for any other version of the Product.