

Support & Maintenance Terms

- **Phone Support:**
 - Phone support should be routed to your assigned customer success representative.
 - SecurityGate shall remain available to provide basic user technical support between the hours of 8-5, Monday – Friday Central Standard Time (CST), excluding U.S. National Holidays.
- **Email Support:**
 - Emails sent to support@securitygate.io will be responded to in order of receipt. Standard response time shall be 24 hours, Monday through Friday.
- **Portal Email Support:**
 - Users can send support emails through the software tool at any time.
- **Website contact:**
 - The “Contact Us” form at www.securitygate.io shall always be available and can be used by client to ask questions or set up training or support hours. Standard response time shall be 24 hours, Monday through Friday.
- **Customer Success Manager Assigned:**
 - Phone support should be routed to your assigned customer success manager.
 - Support response methods shall be (in order) email and phone.
 - No support shall take place in-person unless specifically requested by client in writing, at which time Professional Services costs may apply.
 - Additional support windows are available for an additional cost, including 24/7, but require specific requests from client on a case-by-case basis.
- **Case Logging**
 - Telephone Support
 - Email Support
- **Service maintenance, which includes maintenance releases, enhancements, new versions, additions and modifications to the Service**, that it provides to all other customers under support for no additional fee.
- **Bug fixes** to bring the Service into substantial conformance with its then current user guide.
- **Response time** in accordance with the table below
- **Resolution Process for issues of severity levels 1 and 2**
 1. Trouble Ticket opened
 2. Assign engineer to determine and correct the error
 3. Periodic reports on the status of the correction
 4. Initiate work to correct the error
- **Scheduled Outages** are usually scheduled during non-business hours or weekends, and customers are usually notified via email and within the SecurityGate.io platform instance.

SEVERITY	DEFINITION	RESPONSE GOAL	DETAILS
Severity 1	Service substantially fails to perform	1 hour	- Trouble Ticket opened - Assign engineer to determine and correct the error - Periodic reports on the status of the correction - Initiate work to correct the error
Severity 2	Substantial degradation in performance of the Service	2 hours	- Trouble Ticket opened - Assign engineer to determine and correct the error - Periodic reports on the status of the correction - Initiate work to correct the error
Severity 3	Minimal to no impact on the availability or performance of the Service	3 days	- Commercially reasonable efforts to include in next major release

