

CrowdStrike Service Level Agreement

The level of technical support for the Products shall be the level stated in the Order.

Standard*:

Priority Levels	Initial Response Time	Follow-up	Description	Notes
P1	1 hour	Hourly†	CrowdStrike portal is not available to customer, or the sensor is adversely affecting the majority of endpoints, prevention is not working	Must be called in
P2	4 hour	8 hours†	CrowdStrike portal is experiencing a degradation, but the portal is available.	Must be called in
P3	Next Business Day	Next Business Day	General questions, access requests to portal. General sensor issues, or malware submissions, possible application compatibility issues	

Express:**

Priority Levels	Initial Response Time	Follow-up	Description	Notes
P1	1 hour	Hourly†	CrowdStrike portal is not available to customer, or the sensor is adversely affecting the majority of endpoints, prevention is not working	Must be called in
P2	4 hour	8 hours†	CrowdStrike portal is experiencing a degradation, but the portal is available.	Must be called in
P3	4 hour	Next Business Day	General questions, access requests to portal. General sensor issues, or malware submissions, possible application compatibility issues	Cases opened via email, or otherwise outside of the Support Portal, will have a Next-Business Day initial response time.

Essential*:**

Priority Levels	Initial Response Time	Follow-up	Description	Notes
P1	1 hour	Hourly†	CrowdStrike portal is not available to customer, or the sensor is adversely affecting the majority of endpoints, prevention is not working	Must be called in
P2	4 hour	8 hours†	CrowdStrike portal is experiencing a degradation, but the portal is available.	Must be called in
P3	4 hour	Next Business Day	General questions, access requests to portal. General sensor issues, or malware submissions, possible application compatibility issues	Cases opened via email, or otherwise outside of the Support Portal, will have a Next-Business Day initial response time.

Elite**:**

Priority Levels	Initial Response Time	Follow-up	Description	Notes
P1	1 hour	Hourly†	CrowdStrike portal is not available to customer, or the sensor is adversely affecting the majority of endpoints, prevention is not working	Must be called in
P2	4 hour	8 hours†	CrowdStrike portal is experiencing a degradation, but the portal is available.	Must be called in
P3	4 hour	Next Business Day	General questions, access requests to portal. General sensor issues, or malware submissions, possible application compatibility issues	Cases opened via email, or otherwise outside of the Support Portal, will have a Next-Business Day initial response time.

The CrowdStrike Support team is available for P1 or P2 issues 24x7 via phone. Our general business hours are Monday – Friday 6am- 6pm Local Time. Phone: 1 (888) 512- 8906, ext 755.

Customers may open and manage cases via the Support Portal at <https://supportportal.crowdstrike.com>.

** Standard Support. Bundled free with all CrowdStrike Falcon subscriptions. Standard Support includes access to the support portal and standard troubleshooting and technical assistance.*

*** Express Support provides everything included in Standard Support, plus prioritized case handling, quarterly reports, access to premium knowledge content including videos and webinars, prioritized defect handling, and access to a team of Technical Account Managers (TAMs) who will provide case escalation, and deployment advice.*

**** Essential Support provides everything included in Express support, plus 30 days of onboarding support, scheduled periodic meetings (as appropriate, but with a maximum of one meeting per week), and proactive case management provided by TAMs (as appropriate, including case prioritization review, high priority issue monitoring, and case review outreach)..*

***** Elite Support builds on CrowdStrike Essential Support and adds a named TAM, weekly scheduled meetings, on-site visits (where appropriate, with a maximum of 4 times in any 12-month period), access to the product management team, and custom reports.*

† For any P1 or P2 issue, there must be a designated Customer employee available by phone with necessary access to assist in troubleshooting. If such an employee is not available, CrowdStrike and the customer will mutually agree on a timeframe for updates.