

**CENSYS, INC. ADDENDUM 1
CENSYS CUSTOMER SUPPORT PLANS**

	COMMUNITY	GOLD
Censys Community Support ¹	✓	✓
Email, Ticket Support ^{2/3}		✓
Phone Support ⁴		✓
Dedicated Customer Success Manager		✓
Dedicated Customer Success Engineer		✓
Persistent Chat Channel ⁵		✓

¹ Post questions/discussion topics in our Censys Community for members to respond to

² Email support at support@censys.io

³ Ticketing support available through ZenDesk at support@censys.com

⁴ Phone support available M-F 8am-5pm ET

⁵ Persistent chat channels supported on Slack and Microsoft Teams

Customer Support Plan Service Level Agreements

Severity Level	Description	Business Impact
URGENT Severity 1	Censys is experiencing a complete outage. Your business is impacted by the Censys outage, and there is no workaround available.	Censys is experiencing a complete outage with no workaround available.
URGENT Severity 2	Censys is experiencing a partial outage. You are unable to access a portion of the Censys ecosystem. Your business is impacted by the outage, and there is no workaround available. Censys is experiencing a partial outage with no workaround available.	Censys is experiencing a partial outage with no workaround available.
HIGH Severity 3	You are unable to access a portion of the Censys ecosystem, but a workaround is available.	Medium-to-low impact with a workaround available.
NORMAL/LOW Severity 4	General questions, documentation requests, and best practices.	Minimal-to-none

Community	CRITICAL Severity 1	URGENT Severity 2	HIGH Severity 3	NORMAL/LOW Severity 4
Initial Response Time	NO SLA	NO SLA	NO SLA	NO SLA
Updates	NO SLA	NO SLA	NO SLA	None
Target Resolution	We'll provide a fix, alternative solution, or a plan to move forward within 24 hours	We'll provide a fix, alternative solution, or a plan to move forward within 24 hours	1 Week	1 Week
Gold	CRITICAL Severity 1	URGENT Severity 2	HIGH Severity 3	NORMAL/LOW Severity 4
Initial Response Time	Within 1 Hour	Within 1 Hour	Within 2 Business Hours	Within 8 Business Hours
Updates	Every 8 hours until resolved or alternative solution is provided	Every 12 hours until resolved	None	None
Target Resolution	We'll provide a fix, alternative solution, or a plan to move forward within 24 hours	We'll provide a fix, alternative solution, or a plan to move forward within 24 hours	1 Week	1 Week