

1. Overview.

This Service Description defines the services and target levels provided for the Professional Support Service.

1.1. Technical Support

WithSecure™ provides a comprehensive offering of support services to make sure that the success of your business is not compromised by issues or problems. Our professional support teams ensure that you will get all the help needed. All issues are solved quickly and in a professional manner. WithSecure™ continuously measures the quality of its services with customer satisfaction surveys.

1.2. System Performance and Maintenance

WithSecure™ provides comprehensive systems maintenance services to make sure that the success of your business is not compromised by issues in your WithSecure™ service infrastructure, IT, or software. Our highly skilled and experienced systems engineering teams ensure that your services are looked after 24/7/365. All issues are noticed, analyzed, and responded to quickly and efficiently. The services include deployment, maintenance of software and hosting environment, and monitoring. Maintenance of environment includes administration, management, system upgrades and extensions, updates, changes, configuration, security patching, periodical auditing, and hosting of services. Some elements regarding the system performance and maintenance service are provided for WithSecure™ cloud-based solutions only.

2. Premium Services

2.1. The Professional service level includes

- All services and related material are provided in English language unless otherwise agreed.
- Phone support 24/7 in English.
- Access to a support case management portal to be able to report new, follow up, and update existing support cases.
- The portal provides a view into all support cases created by the Company. The portal is called eService for Companies, while WithSecure™ Partners use Partner Portal.
- Possibility for hands-on technical support via a remote connection. Remote support will not be available for (security) incidents related to possible malware infections.
- Call back service: WithSecure™ Customer Support will call back per request left by the Company. Upgrade consultation once per major version. Assistance and instructions on how to upgrade.
- Malware removal assistance by phone or remote connection twice per year (single host). Direct escalation path to Customer Support management 24/7.

2.2. Professional Service target times

Action	P1*	P2*	P3*	P4*
First Response	30 minutes	2 h	2 business days	2 business days
Resolution	10 days	20 days	Next maintenance release or no fix	Next maintenance release or no fix
Update Interval	4 h	8 h	Not applicable	Not applicable

Note: Covers official supported product versions. Only elements under WithSecure™ span of control.

* See support request priority definitions below.'

2.3. Support in Other Available Languages

The commitments described in this document are applicable for English language only. However, you can take advantage of the other available languages for support with the consideration that the service is provided on a best effort basis and with the limitation of the opening hours. Contact details and opening hours are listed in the support case management portal.

2.4. Service Availability

WithSecure shall make the Solution available with a **monthly uptime percentage of at least 99.7**, excluding scheduled maintenance and any outages caused by events outside of WithSecure's reasonable control (e.g., Force Majeure). "**Monthly Uptime Percentage**" means the total number of minutes in a calendar month, minus the number of minutes of downtime during that month, divided by the total number of minutes in the month.

3. Contacting WithSecure™ Technical Support

All support requests must be submitted via the official contacting method described below.

3.1. All Support Requests (P1 – P4) For all support requests, the preferred process is to open a case via the support case management portal:

- **eService portal for Companies:** <https://f-secure-services.force.com/eService/s/> → Create New Case
- **Partner Portal for registered Partners:** <https://partnerportal.withsecure.com> → My Support → New Case

Username and password are needed to login.

Include the following information in the case:

- Product details
- Support case details (priority, subject, description in detail like steps to reproduce, expected/actual results, date/time of the error, error messages, and log files and traces if available).

After opening the case, you will receive a service request number → **Case Number**. This number is your confirmation that WithSecure™ has received and logged your request. It also works as a unique identifier for your request.

3.2. Urgent Support Requests (P1 and P2)

If the query is urgent, the process is to open a case via eService or Partner Portal as described above and follow up with a phone call to the numbers available in the support case management portal. The **Case Number** will be your reference for the request.

3.3. Management Escalation Procedure

In case you fail to reach Customer Support via standard channels, or you are not satisfied with the progress of a service request, the following management escalation process can be used.

Management Escalation should be done immediately if:

- All Customer Support contact channels are unavailable.
- You have a critical case to be reported and you cannot reach a Customer Support engineer after being on hold on the phone for more than 20 minutes.
- You have an open critical severity case and response from Customer Support is delayed by more than one hour from the mutually agreed update interval.

WithSecure™ Customer Support manager on-call phone number is available in the support case management portal.

4. **Support Request Priority Definitions** The Company should classify the priority of the Case when submitting a new request when applicable (level P1-P4). Otherwise, P3 level is used by default. WithSecure™ reserves the right to adjust the priority level according to the priority definitions below – in case of such adjustment, the Company will be duly notified. These definitions are valid for Advanced and Premium services.

4.1. Priority 1 (Critical)

- Installed production system inoperable.
- Infrastructure such as gateways, communication services, and file servers etc.
- Majority of endpoints are unprotected or inoperable.
- No workaround available.

4.2. Priority 2 (Major)

- Installed production system severely impaired but operational.
- Infrastructure such as gateways, communication services, and file servers etc.
- Significant number of endpoints are unprotected or inoperable.
- An incident that prevents the Company from issuing a license, activating and/or provisioning an end-user, or the subscription process does not work.
- Workaround available.

4.3. Priority 3 (Medium)

- Installed production system noticeably impaired.
- Service reporting related issues.
- Workaround available.

4.4. Priority 4 (Minor)

- All incidents that do not satisfy any of the above-listed criteria with little or no user impact.
- Technical inquiries.
- Feature enhancements.
- Documentation errors.
- No immediate resolution required.

5. How to Take the Service into Use

This action is needed for Companies only. Partners are already set up correctly at the time they registered to become a Reseller Partner of WithSecure™.

When you have placed the order for WithSecure™ Support, please register yourself to the service to gain access to the support case management portal (max. 5 accounts) and related material. To register, we provide the following option:

- **Send an email to:** support-service-registration@withsecure.com
 - Include in the email your WithSecure™ customer number found in the License Certificate.
 - We require the following contact information for each person requesting access:
 - First name
 - Last name
 - Email address
 - Phone number (international format)