

CONTRAST SECURITY SUPPORT

As a Contrast Security customer, you will have 24/7 access to our highly trained technical support staff as well as access to our support portal (which features tools, a knowledge base, case activity tracking and a support history of your products).

Unless customers opt for Premium or Enterprise Support Services (see details on page 2), customers (subscription-based and on-premise customers who have an active maintenance contract), will receive Contrast Security's Standard Support Services described below.

| STANDARD SUPPORT FEATURES | CONTRAST SUPPORT |
|--|----------------------------|
| CONTACT METHOD | PHONE / EMAIL / WEB PORTAL |
| SERVICE LEVEL RESPONSE TIMES: P1/P2/P3 | 1/2/4 HOURS |
| ONLINE TICKET SUBMISSION/TRACKING | YES |
| ACCESS TO A KNOWLEDGE BASE | YES |
| ESCALATIONS | YES |
| # SUPPORT CONTACTS ALLOWED | UNLIMITED |
| # SUPPORT REQUESTS ALLOWED (ANNUALLY) | UNLIMITED |

Hours of Operation: Contrast's Support team is available via web, email or phone from 12am UTC Monday to 12am UTC Saturday.

An on-call Support Engineer is available to assist with critical issues 24x7x365. For details on contacting the on-call Support Engineer, please see the Out of Hours Support section in the Support Reference Guide linked below.

Further Information: Full details of Contrast Support's services and procedures can be found online at: <https://www.contrastsecurity.com/customer-support>

Support Offerings: For an additional fee, Contrast offers enhanced support options that provide access to Professional Services expertise to help customers achieve their deployment goals and accelerate return on investment. The higher the level of support you choose, the greater flexibility you have to choose customized services tailored to cover your business needs. Below, we detail the different levels of support customers can choose.

| | STANDARD SUPPORT CS-CS | PREMIUM SUPPORT CS-CS-PREM | ENTERPRISE SUPPORT CS-CS-ENTP |
|-------------|--|---|--|
| DESCRIPTION | <p>For small and growing businesses.</p> <p>Access to our highly trained technical support staff.</p> | <p>For larger organizations that require advanced expertise and consultancy to accelerate value on investment.</p> <p>Premium Support provides access to such of Contrast’s Professional Services listed below (see ‘Features’) as well as subject matter experts to help achieve deployment and application security program goals.</p> | <p>For large enterprise organizations with complex environments.</p> <p>Contrast’s highest-level of support services provides access to our Elite Technical Support staff and Professional Services team, bringing unparalleled product and industry knowledge for planning, solution design, implementation and consultancy, focused on delivering your desired business outcomes.</p> |
| FEATURES | <ul style="list-style-type: none"> ❑ Support Helpdesk open: 12am UTC Mon - 12am UTC Sat ❑ On-Call Support for critical issues: 24x7x365 ❑ Service Level (SLA) response times P1/P2/P3 ❑ Access to Knowledge Base | <ul style="list-style-type: none"> ❑ All Standard Support features ❑ Dedicated Support dashboard ❑ Named Contrast Professional Services Solution Architect ❑ Quarterly planning workshop ❑ Weekly project status meeting ❑ Up to 10 PS consulting hours per month ❑ Configuration, integration and troubleshooting assistance ❑ Knowledge transfer ❑ Monthly activity report | <ul style="list-style-type: none"> ❑ All Premium Support features ❑ Designated Elite Technical Support Engineer (ETSE) with intimate knowledge of customer environment ❑ Regular Support readout meetings ❑ Named Senior Solution Architect ❑ Up to 40 consulting hours per month ❑ Deployment, configuration, supported third party integrations and SDLC / orchestration integration ❑ Multi-geo and off hours support for planned events and urgent issue resolution ❑ Vulnerability management advice ❑ Quarterly Contrast maturity assessments |

AVAILABILITY POLICY (FOR SAAS)

For customers ("Customer") who subscribe to Contrast's hosted, Software-as-a-Service (SaaS)-based services ("Service"), this availability policy (the "Policy") sets forth the policies and procedures with respect to such services. This policy does not apply to any Customer who uses an on-premises (non-hosted) version of any Contrast product, or to Customers using any free, unpaid, or trial versions of the Service.

AVAILABILITY

There are two components of Contrast software. The Contrast Agent, which is a small software module that is deployed on Customer's application server, and the Service, which is a set of software programs that collect, store, correlate, and present the metric data sent from the Agent in Customer's application to Contrast's Service. Contrast can only control the Availability of the Service, and not Customer's application server where the Contrast Agent is running. The Service will be considered Available as long as Customer is able to log onto the Contrast user interface and able to see Customer's application security data. Contrast endeavors to make the Service Available at all times with the exception of short maintenance windows that occur periodically throughout every month.

Contrast uses commercially reasonable efforts to maintain Service Availability of at least 99.8% during any monthly billing cycle. Excluding planned maintenance periods, in the event the Service Availability drops below 99.8% for two consecutive monthly billing cycles or if the Service Availability drops below 99.0% in any single monthly billing cycle, Customer can terminate the Service with no penalty. Such termination will be effective at the end of the then-current billing period and no additional fees will be charged. Customer's termination needs to be in writing to: contracts@contrastsecurity.com and to support@contrastsecurity.com.