Terms and Conditions for Technical Support for xSP Products

1 First level of support
- **Description of First level of support:**
  o Pre-sales Technical Support assistance covering questions related to end-user infrastructure technical assessment and compatibility
  o Deployment and pre-deployment support assistance
- **Required channels for offering First level of support:**
  o Phone system in place with IVR and recording capabilities
  o E-mail, Customer Relationship Management (CRM) or ticketing system in place with history recording capabilities and a clear end-user database
  o Online assistance capabilities including web form and live chat within the business hours
- **Required actions for offering First level of support:**
  o End-user assistance according to recommended Bitdefender guidelines and documentation
  o Partner will have to train and certify at least one Bitdefender Support Administrator as described in the Exhibit A – Terms and conditions for Technical Support
- **Required troubleshooting knowledge for offering First level of support:**
  o Partner Support Administrator will have to follow and acknowledge on-line or on-site trainings for Bitdefender Certified Support Engineer exam
  o Partner Support Administrator will have to pass the Bitdefender Certified Support Engineer exam for Cloud Security for MSP product
  o Partner Support Administrator will have to follow the step-by-step support investigation flow according to the Partner Troubleshooting Guide
  o Partner Support Administrator will have to acknowledge and use the Bitdefender product documentation
  o Partner Support Administrator will have to acknowledge and use the Bitdefender Knowledge Base Articles and other information made available by Bitdefender
  o Partner Support Administrator will have to acknowledge and use the Partner Technical Support Guide in order to properly perform data gathering and escalate issues to the Business Support Level 2.

2 Second level of support:

- **Description of Second level of support:**
  o Bitdefender shall support Partner for any product misconfigurations that are not described in the Bitdefender Certified Support Engineer training
  o Bitdefender shall support Partner for any product engine or malware signature malfunction, known product issues, product bugs or product features
  o Bitdefender shall support Partner for removing advanced malware disinfection present in the end-user infrastructure
  o When needed, Bitdefender shall support Partner with escalation to Level 3 Support and Bitdefender Product Delivery (Testing, Development and Product Management)
- **Second level of support Channels offering:**
  o Bitdefender shall offer support via phone, e-mail, or other type of online assistance
- **Required actions for receiving Second level of support:**
  o Partner assistance according to recommended Bitdefender documentation;
  o Troubleshooting knowledge: advanced support investigation according to Bitdefender documentation, support tools information, other technical data provided by Bitdefender Product Delivery;

Support Hours

For English, Bitdefender's support to Partner will be available from 24/7 excluding holidays, having dedicated support channels: Phone: US: (+1) 954 414 9631, UK: (+44) 2036 080 457, email: businesspartners@bitdefender.com

Bitdefender Support to Partner may be provided in German and Romanian, as:

Bitdefender's support to Partner will be available from 9 AM to 6 PM (same time zone as in Territory), Monday to Friday excluding holidays. RO: bizsupport@bitdefender.ro (+40) 21 264 1777, (+40) 374 303 077; DE: b2b@bitdefender.de (+49) 2319 892 8016, (+49) 2318 868 042

Support shall be initiated by Partner communicating a problem regarding the Bitdefender Software. Such a Problem report shall be submitted to Bitdefender by sending an email to Bitdefender supplied support email address and it shall include at least the following information:

- Product: In which Bitdefender product did you find the Problem?
- Version: In which Bitdefender product version did you find the Problem
- Settings and configurations being used for Bitdefender Product.
- Appropriate error logs, reports, and possible debugging dumps
- OS: On which Operating System (OS) did you find this Problem (e.g. Linux, Windows 7, Windows Server 2003 SP2)
- Steps to Reproduce and Reproduction material: The minimal set of steps and materials (problematic files, susceptible updates, test case reproduction software etc.) necessary to trigger the bug. Include any special setup steps. Steps to reproduce will be provided whenever possible and Partner understands the bug may not be fixable without steps to reproduce.
- Actual Results: What the application did after performing the above steps.
- Expected Results: What the application should have done, were the bug not present.

Additional Information: Any other information that is essentially required to reproduce and investigate the Problem.