Terms and Conditions for Technical Support for xSP Products

1 <u>First level of support</u>

- **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 <u>Second level of support</u>:

- **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 24/7 having dedicated support channels: Phone: US: (+1) 954 414 9631, UK: (+44) 2036 080 457, email: businesspartners@bitdefender.com

For German, Bitdefender's support to Partner will be available from 8:30 AM to 5:30 PM (local time), Monday to Friday having the following contact channels: email b2b@bitdefender.de , phone: (+49) 2319 892 8016, (+49) 2318 868 042.

For Romanian, Bitdefender's support to Partner will be available 24/7, having the following contact channels: email: bizsupport@bitdefender.ro, phone: (+40) 21 264 1777, (+40) 374 303 077 .

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:
  o Contact details for your IT staff (phone number, e-mail, preferred contact method)
  o Issue summary containing:
      1. Installed Bitdefender product version and number of affected endpoints
      2. Hypervisor type and version or Hypervisor-related products installed (if exists)
      3. Gathered support tools
      4. Detailed issue description and questions asked during the troubleshooting
      5. Steps taken to resolve the issue
      6. Estimated Business Impact
      7. End-user temperature (hot, warm, cold)
  o Suggestions as to the source of the issue