

CYBERINT SERVICE LEVEL AGREEMENT

Cyberint shall provide the Customer with one of the support levels below, per the purchased Services as detailed in the approved Order Form:

Service Level Name	Description	Minimum Service Level for Standard Support	Minimum Service Level for Premium Support ⁽¹⁾
Operational Hours	Hours for which Cyberint is intended to be available for support requests.	24/7	
Platform Availability	The average percentage of the total Platform operational hours, as measured by Cyberint over a calendar month, that the Platform is available for access and data input by the customer (UI and API). Measured by the Platform logs.	99.5% uptime ⁽²⁾	
Product Support & Usability Issues	Response time for support by case opened via the platform and/or by email to support@cyberint.com.	Priority 1 Support Request⁽³⁾: Response & handling time within 1 working day (Mon-Fri 9:00-17:00 customer local time).	Priority 1 Support Request⁽³⁾: Response time within 4 hours, handling time within 24 hours.
		Priority 2 Support Request⁽⁴⁾: Response time within 1 working day (Mon-Fri 9:00-17:00 customer local time), handling timeframe will be determined by Cyberint's discretion and prioritization.	
Intelligence Requests	Requests to take down malicious / infringing content, requests to investigate or initiate interaction with possible threat actors (including but not limited to purchases), requests to investigate executive employee exposure, alert support & follow-ups.	Standard Intelligence Request: Response & handling time within 1 working day (Mon-Fri 9:00-17:00 customer local time) ⁽⁵⁾ .	Standard Intelligence Request: Response & handling time within 1 working day (Mon-Fri 9:00-17:00 customer local time) ⁽⁵⁾ . Urgent Intelligence Request⁽⁶⁾: Response time within 4 hours, 24 hours a day.
Intelligence Items Triage	A Cyberint cyber threat intelligence analyst will support the customer in the triage, analysis, investigation and reporting of threat intelligence items collected by the Cyberint platform (Argos).	-	Mon-Fri 9:00-17:00 customer local time.

- (1) Premium Support: sold separately unless specifically included in purchased scope as indicated in the Order Form.
- (2) Excluding force majeure events, scheduled maintenance (off business hours) and any other exclusions as agreed between the parties.
- (3) Priority 1 Support Request: a major problem that prevents the customer from using the Argos platform for more than 4 consecutive hours and for more than 50% of the users.
- (4) Priority 2 Support Request: any other case where the Platform is not operating in accordance with the Documentation.
- (5) In cases when requests involve third parties (e.g. takedown requests from site hosts), handling start date will be considered the time of request submission to the third party.
- (6) Urgent Intelligence Request: requests for takedowns or investigations related to immediate threats to the customer's business such as ongoing cyber-attacks.

* This SLA is not applicable for Customers who receive Cyberint's Services from MSSPs.

Effective January 1, 2024