

SLA & Escalation Matrix

SLA Response Times Based on Support Packages

| Severity Level | Silver (Standard) | Gold (Premium) | Platinum (PremiumPlus) |
|----------------|---|--|--|
| P1 (Critical) | First Response: 4 Hours Updates: 1 Business Day | First Response: 1 Hour Updates: 2 Hours | First Response: 1 Hour Updates: 2 Hours |
| P2 (High) | First Response: 1 Business Day Updates: 2 Business Days | First Response: 2 Hours Updates: 8 Hours | First Response: 2 Hours Updates: 8 Hours |
| P3 (Medium) | First Response: 2 Business Days Updates: 3 Business Days | First Response: 2 Hours Updates: 48 Hours | First Response: 2 Hours Updates: 48 Hours |
| P4 (Low) | First Response: 2 Business Days Updates: 3 Business Days | First Response: 8 Hours Updates: 48 Hours | First Response: 8 Hours Updates: 48 Hours |

Support Hours

| Support Level | Support Hours |
|-------------------------------|---|
| Silver (Standard) | 12x5 (6:00 AM – 6:00 PM PT, Mon-Fri, excluding US holidays) |
| Gold (Premium) | 12x7 (Extended Phone Support) |
| Platinum (PremiumPlus) | 24x7 (Full Round-the-Clock Support) |

Additional Support Features

| Feature | Silver (Standard) | Gold (Premium) | Platinum (PremiumPlus) |
|-------------------|-------------------|--|--|
| Training | Standard Training | Standard Training + 2 Student Admin Webinar Series | Live Training + 5 Student Premium Training Enrollments |
| Phone Support | 12x5 | 12x7 | 24x7 |
| Online Support | ✓ | ✓ | ✓ |
| Adoption Services | None | None | Named Customer Success Manager |

AccuKnox Escalation Matrix

Severity Levels & Definitions

| Severity Level | Definition | Examples |
|----------------|--|---|
| P1 (Critical) | AccuKnox is down and inaccessible. Severe service failure or degradation affecting multiple users. | <ul style="list-style-type: none"> • Users cannot access a business-critical Application. • Consistent “page not found” errors prevent login. |
| P2 (High) | Partial service failure or mild degradation. Some, but not all, business resources are accessible. | <ul style="list-style-type: none"> • Admin console write-access issue. • Users experience slow access, occasional “page not found” errors. • Bug causing significant impact to service or integration. |
| P3 (Medium) | Minor service impact, affecting individual users or non-critical third-party applications. | <ul style="list-style-type: none"> • One user is unable to access an application. • Difficulty integrating new business applications. |

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| P4 (Low) | Minor impact or feature enhancement request. | <ul style="list-style-type: none"> • How-to inquiries. • Feature enhancement requests. |
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Technical Account Manager Contact Details:

You can reach our support team through the following methods, listed in order of preference:

1. Email

- Send an email directly to support@accuknox.com.

2. Jira Service Desk

- Raise a support ticket via our customer portal:
<https://accu-knox.atlassian.net/servicedesk/customer/portal/1>
- Note: First-time users will need to sign up for a Jira account. If you encounter issues, please try opening the link in an incognito or private browser window.

Our support team will respond to your ticket within **24 business hours**.

Personnel Contacts for Support Levels

| Severity Level | Personnel To Contact | Email |
|----------------|--|--|
| L1 (Low) | Aditya - Sr Solution Engineer @AccuKnox | adityaraj@accuknox.com |
| L2 (Medium) | Gaurav - Product Manager @AccuKnox | gaurav.mishra@accuknox.com |
| L3 (Critical) | Rahul Jadhav - CTO @AccuKnox | r@accuknox.com |

Scope

- Efficient and timely resolution of customer issues.
- Dedicated support channels for different service levels.
- Clear escalation procedures for critical issues.
- A comprehensive knowledge base and self-service portal for customer empowerment.

Delivery

- 24/7 support is available for critical issues.
- Dedicated support engineers are assigned to specific customer accounts.
- Regular communication and consistent updates are provided throughout the issue resolution process.