Contrast 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, Enhanced Premium or Enterprise Support Services (see details on pages 2 and 3), customers (subscription-based and on-premises customers), will receive Contrast Security's Standard Support Services described below.

Standard Support Feature	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

Global Support: Technical Support is provided to all Contrast customers in their country of work, unless imposed sanctions prevent us from doing so.

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

Contrast offers full Technical Support and Services to ensure you have the service you need when you need it. While all Contrast customers enjoy access to our highly trained technical support staff and resource-rich self-service portal, our Premium, Enhanced Premium and Enterprise Support offerings are designed for mission critical security programs that demand the best possible care.

Standard Support

Customers that have an active subscription will automatically receive the applicable standard Support services described below during the term of their respective agreements.

Key Features	Benefits
• Support Helpdesk open: 12am Mon - 12am Sat (UTC) • On-Call Support for critical issues: 24x7x365 • Service Level (SLA) response times P1/P2/P3 • Access to Knowledge Base	• Access to our highly trained Technical Support staff • For full details, please see the Contrast Security Support Reference Guide, found here: Support Reference Guide

Adoption Support

Essential support to increase adoption while focusing on value.

Adoption Support provides essential services for application security and development teams to quickly get the best value out of Contrast solutions. Access to Contrast's world-class Professional Services team reduces research time and increases execution speed.

Key Features	Benefits
• Named Solution Architect • Monthly project status meeting • Up to 5 consulting hours per month • Quarterly activity report	• Fast issue resolution • Expert consultancy • Accelerated value on investment

Premium Support

Consultancy and advanced expertise that accelerates value on investment.

Premium Support augments our standard support with access to Contrast's world class Professional Services team. Quarterly planning workshops and weekly touch points ensure we are advancing you towards your application security program goals.

Key Features	Benefits
• Priority SLA response times • Named Solution Architect • Quarterly planning workshops, weekly touch points • Up to 10 consulting hours per month	• Fast issue resolution • Expert consultancy • Accelerated value on investment

Contrast Support

Enhanced Premium Support

Programmed for accelerated security posture improvement.

Enhanced Premium Support includes everything that Premium Support offers. It offers more Professional Services hours and support for vulnerability remediation guidance to improve the security posture and reduce the security debt.

Key Features	Benefits
• Priority SLA response times • Named Senior Solution Architect • Quarterly planning workshops, weekly touch points • Up to 25 consulting hours per month	• Increase Contrast adoption • Reduced mean time to remediate • Fast issue resolution • Expert consultancy • Accelerated value on investment

Enterprise Support

Contrast's highest-level of support to help achieve your most challenging business goals.

For customers who demand our best & brightest, Enterprise Support delivers a dedicated team of application security experts who understand your business and perform as an extension of your team.

Key Features	Benefits

• Priority SLA response times
• Multi-geo and 24x7x265 support
• Named technical account team comprised of:
  o Elite Technical Support Engineer
  o Senior Solution Architect
  o Engagement Manager
• Up to 40 consulting hours per month
	• Operational efficiency from day one
	• Around the clock prioritized care
	• Named team that you trust to understand your unique requirements
	• Proactive, business focused engagement

Additional Consulting Hours

Obtain the level of expert services required for your organization.

When it comes to application security, priorities can change at any given moment. Production incidents demand immediate attention, yet business critical initiatives have unrelenting deadlines. To support the agility needed for the success of your security program, Contrast expertise in the form of packaged consulting hours can be purchased to augment your Premium or Enterprise Support subscription.

Key Features	Benefits
• Sold in packages of 10 consulting hours per month available for the duration of your Premium or Enterprise Support contract • Flexibility to use available quarterly hours in any month of the quarter	• Access to Contrast expertise that responds to changing priorities and the dynamic nature of mission critical security projects

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 planned maintenance periods that occur periodically throughout every month. A schedule of the planned maintenance periods can be found here: **https://support.contrastsecurity.com/hc/en-us/articles/360046576931**.

Contrast uses commercially reasonable efforts to maintain Service Availability of at least 99.8% during any thirty (30) day period. Excluding planned maintenance periods, in the event Service Availability drops below 99.8% for two consecutive thirty (30) day periods or if Service Availability drops below 99.0% in any single thirty (30) day period, Customer can terminate the Service with no penalty by giving a 30-day notice in writing to: **contracts@contrastsecurity.com** and to **support@contrastsecurity.com**. The termination will be effective at the end of such notice period.