



Service Level Agreement for Technical Support



Service Level Agreement (SLA)



1. Introduction

Definition

This Service Level Agreement (SLA) is an agreement between BULLWALL and YOU (“Operator”) to cover all the technical services provided by BULLWALL to Operator. This SLA includes a description of the technical services provided by BULLWALL to the Operator.

Definitions of terms in SLA.

Operator: A dedicated super user (customer or 3rd party) of the RC Software supplied by BULLWALL.

BULLWALL: The distributor and service center for the RC Software.

Ticket: An online Support Request or a phone call to the Helpdesk describing the issue.

2. The software

The RC Software Support requirement.

RC is an agentless technology which is implemented on existing infrastructure, making implementation safe and hassle-free, it is not an application that requires a daily Operator. RC monitors your network shares and protects your critical data, by overlooking all file creations/changes happening on your network file servers, using heuristics and metadata to discover ransomware swiftly. After installation it is critical that the Operator has a system in place that warns if the RC Software, monitoring services are switched off or disconnected as the RC software works as a “Last Line of Defense” in case of a ransomware attack. There is no need under normal circumstances to have any Operators working on the application hence the support level for the RC Software is very low and free of charge in the basic SLA version described in this document.

3. Services

Software Support

BULLWALL provides the following technical support for the RC supplied Software.

- Technical assistance for the Operator.
- Troubleshooting of software defects.
- Ongoing maintenance.
- Update of the RC application.



4. Standard Hours of cover

Availability:

- Our web-based monitoring service runs 24x7x365 and regardless of your SLA cover, major issues are dealt with accordingly by our out-of-hours incident team. The most efficient way to request support is to submit your support request on the on-line support ticket system at; <https://bullwall.com/support/>.
- You may also contact the Helpdesk to raise a support ticket by phone at +45 38 401 401. In the event that helpdesk staff are unavailable during business hours, please leave a voice mail message; voice mails will be responded to within one business day. Helpdesk staff provides support during business hours (except for BULLWALL recognized holidays), Monday through Friday, from 9:00 a.m. to 4:30 p.m. (GMT).
- Our web-based support monitoring service is dynamic, so you can elect to increase type and priority via the web or if you wish by calling Helpdesk at +45 38 401 401.
- Onsite support will and can be provided in special cases as determined by BULLWALL.

When notifying BULLWALL of any support ticket, you must provide BULLWALL with detailed information about any suspected Error(s), including an example, the context in which it was encountered, details of your system configuration, and the steps necessary to generate or reproduce the Error. The priority level of a support ticket shall be determined by BULLWALL at its sole discretion.

Response times

All web-based and logged support tickets to the Helpdesk will receive a response based on assigned priority. The following response times are for support tickets which require technical support:

- **Low Priority:** BULLWALL will make the initial contact within three business days and will negotiate a schedule for resolution with the Operator.
- **Medium Priority:** BULLWALL will make the initial contact within one business day to understand the problem and prioritize the resolution.
- **High Priority:** BULLWALL will make the initial contact and begin problem resolution within 120 minutes.
- **Critical Priority:** BULLWALL will make the initial contact within 45 minutes and begin problem resolution immediately.

How we work out priorities medium and low.

Our SLA timers depend on the priority of your issue or request. When you raise a support ticket with us in medium or low, we make an assessment based on the information you have given us. We will inform you the priority we have assigned, but are happy to take extenuating circumstances into account, if you think we've got it wrong. Our technicians can override our standard priority assessment where there is good reason, if you have made us aware of it.

In certain circumstances we will put the problem resolution on hold – for example when we are awaiting a response from you with further information or an approval for work that may have a temporary impact.

5. Customer Responsibilities

Customer agrees to notify BULLWALL immediately upon new appointed Operator. Each technical contact must be an Operator (familiar with the RC Software) and be capable of performing basic functions. You may change your designated Operator contacts on written notice to BULLWALL <https://bullwall.com/support/>. Additionally, you may qualify to receive additional Operator contacts by having individuals become certified on the RC Software. Any individual certified by BULLWALL as an “Administrator” (or greater) can be added as an additional Operator contact to customer’s account. For more information on the BULLWALL Certification Program and Services, please contact your BULLWALL representative.

BULLWALL shall be under no obligation to furnish Support for the RC Software to the extent that such Support is necessary or desired as a result of: (i) the operation of the RC Software in environmental conditions or configurations outside those initially implemented; (ii) your failure to upgrade or update the RC Software within a supported version as specified at: <https://bullwall.com/community/end-of-life>; (iii) actions of any third party other than BULLWALL or a third party authorized by BULLWALL; and (iv) causes unrelated to the RC Software as delivered to you by BULLWALL, including without limitation, unauthorized modifications to the RC Software, made by you or on your behalf.

6. Force Majeure

BULLWALL shall not be in breach of this agreement, nor liable for any failure or delay in performance of any obligations under this agreement (and, subject to clause 4, the time for response shall be extended accordingly) arising from or attributable to acts, events, omissions or accidents beyond its reasonable control (Force Majeure Event), including but not limited to any of the following:

- including but not limited to fire, flood, earthquake, windstorm or other natural disaster.
- war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, breaking off diplomatic relations or similar actions.
- terrorist attack, civil war, civil commotion or riots.
- collapse of building structures, computers or infrastructure.
- any labor dispute, including but not limited to strikes, industrial action or lockouts.

BULLWALL shall use all reasonable endeavors to mitigate the effect of the Force Majeure Event, to carry out its obligations under this agreement in any way that is reasonably practicable and to resume the performance of its obligations as soon as reasonably possible.