SEQRITE Support Policy

Owner	Technical Support and Services
Organization	Quick Heal Technologies Ltd.
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Seqrite Support Policy and Scope of the Document

- Seqrite is the enterprise division of Quick Heal Technologies Ltd. for its enterprise products line.

- This is the primary document used to communicate regarding Seqrite Support policy. Support Policy describes support terms and conditions.

- This Policy describes the Support Life Cycle being followed by Quick Heal to provide Technical Support to its customers for Seqrite Products, also called as Seqrite Support in this document based on customer's End User License agreement (EULA) with Quick Heal listed at https://www.seqrite.com/eula and Privacy Policy listed at https://www.seqrite.com/privacy-policy.

- In case of any discrepancy, Seqrite EULA will supersede.

1. What is Covered under Support?

Seqrite Support provides assistance on the following points to its customers.

- Provide guidance related to Installation, usage and configuration of Seqrite Products.
- Product bug-fixes, as per Seqrite Product Roadmap and Development Plan.
- Provide information on Seqrite Products and their features.
- Provide information on on-going schemes and offers.
- Processing of malware related incidents.
- False detection by the application.
- Undetected malware samples.

Following support activities are out of scope of Seqrite Support.

- Coding related assistance.
- Data Recovery.
- System administrator functions that are at the customer's end and is the customer's responsibility including installation/configuration/testing/tuning of third-party installed applications, components or products.
- Backup and restoration of your system(s) and related data, otherwise supported by Seqrite product.
- Creation/modification of scripts unique to your environment.
- Support Services will not be provided, in case of any tampering with Seqrite software by 3rd party or customer.
- On-site product installation and troubleshooting. Seqrite reserves the right to engage on-site support as per case requirement. This is a fee-based service.
- Support services do not cover issues regarding your networks, third-party software solutions or hardware issues. However, special services may be requested for which a fee may be charged.
- Hardware and software pre-requisites or the minimum system requirements for product must match to the Seqrite product line.

2. Who can Avail Support?

- **Licensed Users**

Any customer holding a valid Seqrite Product Key is eligible to receive support. For expired licenses, customer would be eligible for best-effort support.

Best Effort support includes instruction-based assistance on renewal and configurations using online available knowledge base and documentation.

Customers are requested to keep the license up to date (renewed) as product or definition Updates will be applied only till the expiry of the product key.

- **Trial Version Users**

Trial version users of Seqrite Products can avail support till the expiry date of trial period.

Note: Seqrite reserves the right to decline Support in case of Piracy, Forgery and Profanity.

3. How to Contact Support?

Customers can contact any of the following support channels.

- Web Support
- Chat Support
- Phone Support
- Email Support

Note: For email, chat and web channels, support is provided only in English language. For phone channel, Seqrite will make reasonable attempt to offer regional language support along with English language support. Further, all support tickets for customers shall be opened by Seqrite Helpdesk upon answering of the customer call / phone by Seqrite Helpdesk.

Support Channel	Description	How to contact
Web Support	Submit your ticket with the help of online portal.	https://techsupport.seqrite.com
Chat Support	Live Chat with SEQRITE Support from Website.	http://www.seqrite.com/seqrite-support-center
Phone Support	Customers can choose an appropriate number depending on customer location.	https://www.seqrite.com/seqrite-support-center
E-mail Support	Email to support.	support@seqrite.com

Additional Support Channels

Seqrite also provides support using the following channels.

Remote Support

- Remote Support involves taking control of customer's computer for troubleshooting issues. Internet connection at customer's location is required for this kind of support. Notwithstanding anything contained to the contrary in this Policy, it is expressly clarified that Seqrite shall resolve customer issues predominantly by means of Remote Support.

- To avail Remote support, customer has to accept the Remote access Terms & Conditions.

4. Support Levels & Responsibilities

Frontline Support Engineers (L1)

- Frontline Support Engineers provide information about Seqrite Products and its features.

- Frontline engineers diagnose and analyze the problem, perform initial troubleshooting and document the relevant information in the CRM. If the issue is not resolved at this level, Frontline engineers will escalate the issue to the next level.

Backline Support Engineers (L2)

- Consists of Senior Engineers who attend comparatively complex issues.

- Perform next level troubleshooting.

- Generate and analyze logs, solve malware issues.

- Backline engineers work on complex problems and engages other functional resources if required.

Subject Matter Expert (L3)

- Subject Matter Experts (SME) on specific products work with the development team.

- Teams to resolve escalated and complex issues.

- Generate advance logs, provide work-around solution for the problem.

- Perform Root-Cause-Analysis (RCA), by using advanced tools. However, Seqrite reserves the right, at its sole discretion, to attempt RCA for critical issues on need basis.

5. Severity Definitions

Impact	Description
Critical	Critical issue is defined as an incident that causes total loss of service. The problem severely affects the ability to conduct business.
High	High Severity Issue is defined as an incident that causes a severe degradation of service. The business operations are hampered but not disabled. The business operations can be continued but with limited capabilities.
Medium	Medium Severity Issue is defined as an incident that causes limited impact to the business. The situation may be temporarily circumvented with an established work-around.
Low	Low Severity issue is defined as an incident in which the productivity loss is insignificant. This may include a request for service, enhancement or "how to" request.

6. Initial Response Time

- All issues logged with Support are assigned a severity level on the scale of 1 to 4 based on the impact on your business as displayed in the table *Severity Classification and Target Response Time* in the following section.

- The customer determines the initial severity level when placing a request for assistance. Severity levels may be changed after initial contact and assessment of the issue by a Seqrite Support Engineer in collaboration with the customer discussion.

- Initial Response Time is the time taken by Seqrite support engineer to make the initial contact with the customer.

- Mentioned Response Time is the Target Response Time and it may vary according to

information supplied by the customer while registering the support case.

- Initial Response Time will be applicable only during standard Business Hours. For the purposes of this Seqrite Support Policy, the term "Business Hours" shall mean normal working hours commencing from 09:00 AM to 6:00 PM India Standard Time (IST) on Mondays to Fridays inclusive, but excluding bank and public holidays in India.

Severity Classification and Target Response Time

Severity	Condition	Target Response Time
S1 (Critical)	➢ Business Critical Service/Application Failure ➢ One or more production servers impacted	Within 4 Business Hours
S2 (High)	➢ High Impact on Business Operation ➢ One or more non critical ➢ Services affected	Within 8 Business Hours
S3 (Medium)	➢ Limited impact ➢ Not affecting the other business (other parts of operation)	Within 24 Business Hours
S4 (Low)	➢ General Information ➢ New Feature Request	Within 24 Business Hours

7. Escalation Policy

- In case of issues which are critical and if you are not satisfied with the response or resolution provided to you by Seqrite Support engineers, use the following escalation method to have your concerns addressed:
  - o Request to speak to an Escalation Manager (Only for incoming calls logged at technical support center).
  - o Write to our support email address requesting escalation on already logged case. Include ticket ID in the Subject Line.
- For the avoidance of doubt, it is expressly clarified that any Critical Issues will be attended to and provided the relevant technical support by Seqrite Support Centre on Saturdays only in the event the customer purchases ""Paid Technical Support" from Seqrite. Paid Technical Support shall mean such technical support availed by customer upon payment of applicable fees to Seqrite.

What can you expect during the escalation?

- Escalation Manager gets assigned on Escalation.

- Elevated efforts are taken to resolve outstanding incidents and acknowledgment of customer business impact.

- Next level support team is engaged if incident reported remains unresolved within stipulated periods.

- An appropriate communication protocol is established for faster information exchange.

- Workarounds or permanent fixes are developed for unknown problems.

- Wherever applicable, our Support Team will work to develop a technical plan of action keeping you in the discussion to address the key technical issues.

- The Escalation Manager will update our internal stakeholders, including your sales account team and our executives, on the status and progress of your incidents.

- Your Escalation Manager serves as your primary advocate and will become an essential key member of our Problem Resolution Team.

  Note: We reserve the right to allocate appropriate resources for successful resolution and closure of issues reported to us. However, this is subject to appropriate prerequisites and support criteria.

Criteria for closing escalations

An escalation will be considered closed if it meets one or more of the following requirements:

- Escalated incidents have been resolved and the formulated plan of action has been completed and the initially agreed upon objectives have been achieved and a reasonable period has elapsed without problem recurrence.

- Customer agrees that the issues been addressed.

- We have determined that the issue cannot or will not be resolved due to limitations (technical or otherwise) related to the product or customer's infrastructure issues.

8. Training

- Quick Heal Technical Training Department is responsible for providing technical training to the partners and the customers on request.

- For any request related to partners, dealers or customers, kindly contact your local sales representatives.

9. Upgrade and Update Policy

- Quick Heal provides software releases to provide new features or functionality and to fix problems encountered in the current products. If customer problem relates to a software bug, Quick Heal will provide best support efforts to provide you a solution. Quick Heal reserves the right to release such solution through patch/updates/upgrades depending upon the nature of the issue.

- Updates which include definition updates which are incremental and/or software updates. Such updates will be automatically downloaded and applied until the expiry of the product key.

- Upgrade means, the higher version of the current product.

10. End-of-Support Policy

- Quick Heal encourages our customers to update to the most recent Seqrite product version in their environment. When customers install latest Seqrite product in their organization, they will take advantage of the latest features and enhancements available in the relevant version.

- The following policies determine whether a version is supported:

  o For the End-of-life declared product versions for which Quick Heal has stopped releasing the maintenance or fixes including the routine definition updates, support will not be provided. However, instruction-based assistance may be provided to migrate or upgrade to appropriate version. Such support is referred to as End-of-Support.

  o The products for which Quick Heal has stopped releasing further version but has continued releasing routine definition updates, installation, configuration, migration and upgradation, related support will be provided. However, meeting the pre-requisites is customer's responsibility.

11. Support Issue Closure Policy

- Support request is typically closed when customer confirms that a resolution has been reached or if Seqrite Support does not hear back from customer after three attempts to contact customer. Support requests may also be closed if they cannot be resolved, or if Quick Heal chooses not to resolve certain issues, with acknowledgment and agreement from customers.

- Issues closed with customer consent cannot be reopened; a new issue needs to be logged with support.

- An existing case may be reopened within 48 hours of time if requested by customer.

12. Customer Sensitive Data

- Seqrite Support does not encourage customer sending sensitive data, kindly contact support team before sharing such information or data.

- Seqrite Support will protect the data sent by the customer to the support organization in the same manner in which we protect our own similar confidential information.

- Seqrite Support cannot guarantee that your data will be handled in compliance with all regulatory standards applicable to such data.

- Please contact Seqrite Support before sending the data so that we may discuss masking of information or other possible methods to convert your data to a set format that Seqrite Support can manage.

13. Resolution Timeframe

- Seqrite Support cannot give assurance on time to be taken to resolve an issue, as support varies depending on the severity of the issue.

- In addition, our response times may be affected if a customer fails to provide requested information and/or refuses to provide Seqrite Support with remote access to the customer's relevant network(s) or system(s), as applicable.

- We make our best effort to resolve problems as expeditiously as possible.

14. Customer Feedback

- On successful closure of the calls logged, customer may be requested to answer a set of few questions so that experience on the service rendered could be determined and support service may be upgraded in future.

- Customer may be requested to rate the experience via Email/IVR/Survey application.