

CENTRIFY TECHNICAL SUPPORT POLICIES

The Centrify Support team is dedicated to providing knowledgeable and timely responses to your support requests. Online, email and phone support are available to all customers as part of our commitment to ensure your success with Centrify solutions.

Support Packages

Support Feature	Standard Support	Premium Support	Premium+ Support
Support Portal Access	•	•	•†
Customer Community	•	•	•†
Product Updates	•	•	•†
Business Hour Support*	•	•	•†
24 x 7 Global Support		•	•†
Response Times			
Priority 1	4 business hours	2 business hours	1 business hour
Priority 2	6 business hours	4 business hours	2 business hours
Priority 3	8 business hours	6 business hours	4 business hours
Priority 4	24 business hours	24 business hours	24 business hours
Priority 5	24 business hours	24 business hours	24 business hours
Resolution Commitments			
Technical Account Manager (TAM)			•
Designated Support Engineer (DSE)			•
Authorized Support Contacts	4	10	unlimited
Customer Success Manager			•
Quarterly Business Reviews			•
Annual Operations Health Check			•
Number of Seats to Training Annually			3
Extended PS Consulting (Days)			4
Passes to Zero Trust Summit			4
Seat(s) on Customer Advisory Board (CAB)			1/product
Periodic Touchpoint with support Executive Management for satisfaction			•

Note: Centrify-enabled Tools are not part of the Centrify Zero Trust Privilege Services and Centrify Support provides support on these products on a "best effort" basis and are not covered in the Support SLA. If you would like to purchase Support for the Centrify-enabled Tools, please get in touch with Centrify Support.

* Business hours for the geographic region of purchase

† These are provided as part of Premium Support, which has to be purchased before Premium+ can be purchased.

‡ Refer to the table "Premium+ Resolution and Update Commitments" for details

Priority Levels & Response Times

Severity Level	Definitions	Examples
Level 1	Severe Error Production server or other mission-critical system(s) are down and no workaround is immediately available.	Requires around-the-clock work until there is a Work Around or Call Remedy that satisfies Customer.
Level 2	Major functionality is severely impaired Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. Workaround is required.	Requires continued work until there is a Work Around or Call Remedy that satisfies Customer.
Level 3	Partial, non-critical loss of functionality A problem that involves partial, non-critical loss of use of the software for production purposes or development purposes	Does not require immediate action and is typically corrected by putting a fix into the next software/code maintenance release.
Level 4	General usage problem There is no impact to production or other environments.	Does not require immediate response and is typically a documentation or configuration question
Level 5	Feature request There is no impact to production or other environments.	Does not require immediate response and is typically considered for implementation in future release of software.

Centrify Premium+ Resolutions and Update Commitments *Applicable for Centrify Premium+ Support Only*

Severity Level	Vendor Effort Required on Case resolution	Temporary Resolution or Workaround	Vendor Update Frequency to Customer	Final Resolution
Level 1	Requires around-the-clock work until there is a Work Around or Call Remedy that satisfies Customer.	No greater than 2 hours	Hourly unless both parties have agreed to a different frequency.	If temporary workaround is not available and a code change is required, a dedicated escalation engineer will be assigned to work around-the-clock to work on a software fix. The escalation engineer will have 1 week from Centrify confirming with the customer it is a bug to send a software fix to Customer to ensure proper regression testing.
Level 2	Requires continued work until there is a Work Around or Call Remedy that satisfies Customer.	4 hours	Every 4 hours unless both parties have agreed to a different frequency.	If temporary workaround is not available and a code change is required, a dedicated escalation engineer will be assigned to work around-the-clock to work on a software fix. The escalation engineer will have 2 weeks from Centrify confirming with the customer it is a bug to send a software fix to Customer to ensure proper regression testing.
Level 3	Does not require immediate action and is typically corrected by putting a fix into the next software/code maintenance release.	When available	Every 48 hours unless both parties have agreed to a different frequency.	Centrify will have 5 days to provide a Work Around to Customer.
Level 4	Does not require immediate response and is typically a documentation or configuration question	When available	As work is performed and closed.	Within an average of 15 business days, provide a response to the question raised.
Level 5	Does not require immediate response and is typically considered for implementation in future release of software.	When available	As work is performed and closed.	Within an average of 30 days, provide a statement regarding disposition of the problem.

Note: These are standard case response times and not case resolution times. A response means that we will contact you to 1) acknowledge receiving your issue and 2) get any additional information that we will need in order to assist you. Centrify-enabled Tools are not part of the Centrify Zero Trust Privilege Services and Centrify Support provides support on these products on a "best effort" basis and are not covered in the Support SLA. If you would like to purchase Support for the Centrify-enabled Tools, please get in touch with Centrify Support.

Service Level Credits for Premium+ Support *Applicable for Centrify Premium+ Support Only:*

Credits for Centrify Premium+ Support ("Service Credits") as calculated below in recognition of the resulting diminished value of the service, and not as a penalty. Service Credits may be applied only towards additional Premium+ length of service.

If Centrify fails to respond within the time in the applicable Severity Levels & Response Times table above for Priority Level 1 and 2 errors, Customer will be eligible for a Service Credit equal to 5% of monthly Premium+ Support service. For each additional continuous one (1) hour that Centrify fails to respond, Customer will be eligible for an additional Service Credit equal to 5% credit of monthly Premium+ Support service. If Centrify fails to provide a response for (ten) 10 continuous hours, Customer will be eligible for a Service Credit equal to 5% of the cost of annual Premium+ Support service.

If Centrify fails to provide a temporary resolution, work around or correction in accordance with the Severity Levels & Response Times table above for Priority Level 1 and 2 errors after the initial response time, Customer will be eligible for a Service Credit equal to 5% of monthly Premium+ Support service. For each additional continuous one (1) hour Centrify fails to provide a temporary resolution, work around or correction, Customer will be eligible for an additional Service Credit equal to 5% of monthly Premium+ Support service. If Centrify fails to provide a temporary resolution, work around or correction for 10 continuous hours, Customer will be eligible for a Service Credit equal to 5% of the annual Premium+ Support service, unless both parties are actively engaged in working on a resolution as agreed to by the Customer.

All Service Credits set forth herein are cumulative up to the cost of the annual Premium+ Support service and shall be issued within sixty (60) days after the date of the qualifying incident and are Customer's responsibility to initiate within 15 days of the incident to qualify for a credit. Credits expire one (1) year after the date issued and are forfeited if not applied additional time for Premium+ Support service before expiration.

How to Contact Support

Centrify Technical Support is accessible online, by phone and email. **Online (preferred)**

The Centrify secure Online Customer Support Portal provides 24-hour access to Knowledge Base articles, case submission (ability to select priority) and tracking, and product and documentation downloads. Visit: www.centrify.com/support and click on the "Customer Support Portal" link once logged in.

Phone	North America (And all other areas excluding EMEA)	Europe, Middle East and Africa (EMEA)
Hours	Monday to Friday, 8 AM to 5 PM during your time zone (Standard) Premium Customers have access 24 x 7	Monday to Friday, 8:00 to 17:00 UK (GMT) (Standard) Premium & Premium+ Customers have access 24 x 7
Phone	+1 669 444 5200 Option 2 877 531 7809	+44 (0) 203 490 0146
Email	support@centrify.com Cases opened by email are assigned priority level 4.	

Centrify Cloud Service Availability

Centrify uses an industry-leading cloud service provider that provides a monthly uptime availability of at least 99.9% to host the Subscription Service. Centrify will provide 99.9% availability for the Subscription Service during the cloud service provider's service availability for Customers under a current Subscription Service. Centrify measures the availability of the service. For availability the definition is that the cloud returned the correct, expected data when queried. Centrify warrants that it will use commercially reasonable efforts to maintain the uptime for the network-based aspects of the Centrify Cloud; provided, however, that Centrify's warranty does not apply to any downtime resulting from (i) a failure in a Customer's or a third party's network infrastructure or (ii) scheduled updates, upgrades or maintenance. Centrify does not warrant that the Subscription Service will perform without interruption or be error free.

Global Support

Centrify's secure online Customer Support Portal provides 24x7 access to knowledgebase articles, case submission and tracking, and other resources. Centrify also staffs global support centers during North America, EMEA and APAC business hours to provide fast service in those regions.

Escalation Procedures

Every issue report is tracked from the time you contact us until we jointly agree that the issue has been resolved. Based on the priority of an issue, Centrify Support escalates customer cases through our organization to ensure your business-critical issues receive a quick resolution.

In general, if you are not satisfied with the responsiveness of our Support staff, the issue can be escalated to your Regional Sales Representative. If you are still not satisfied, the issue can be further escalated to the Vice President of Worldwide Customer Success & Support.

Product Updates

Purchasing either Premium+, Premium or Standard Support entitles you to product updates at no additional charge during the term of the maintenance contract for all Centrify products licensed and covered by maintenance. Customers who purchase Premium+ or Premium Support get product support and updates for 5 years from the release date of a major version.

Our Mission & Our Pledge

The Centrify Support team's mission is to work with you as a team to ensure you receive maximum value from your investment in Centrify solutions. Our pledge is to ensure your complete satisfaction with our service: a case isn't closed until you say it is.

Our mission is to stop the leading cause of breaches – privileged access abuse. Centrify empowers our customers with a cloud-ready Zero Trust Privilege approach to secure access to infrastructure, DevOps, cloud, containers, Big Data and other modern enterprise attack surfaces. To learn more, visit www.centrifys.com.

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