

# 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

Centrify offers a variety of support packages designed to meet the support needs of every organization. Compare Elite, Premium and Standard Support packages:

Support Feature	Standard Support	Premium Support	Elite Support
Support Portal Access	•	•	•
Customer Community	•	•	•
Product Updates	•	•	•
Business Hour Support*	•	•	•
24 x 7 Global Support		•	•
Designated Support Engineer (DSE)			•
Authorized Support Contacts	4	10	unlimited
Designated Customer Success Manager			•
Quarterly Business Reviews			•
Annual Health Check from Professional Services			•
Number of Seats to Classroom Training			3
Extended PS Consulting (Days)			4
Passes to Centrify Connect			4

\*Business hours for the geographic region of purchase

## 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](http://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 & Elite 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.	

## PRIORITY LEVELS & RESPONSE TIMES

The Centrify Support team understands that you require a timely response to your requests. The following table shows the different issue priority levels, their descriptions, and the guaranteed response time. With Elite & Premium Support, you may report a critical issue at any time, night or day, and expect a Technical Support Engineer to begin working on your case based on the priority level of the case.

Priority Level	Definitions	Examples	Standard Support Response Times	Premium Support Response Times	Elite Support Response Times
Level 1	<b>Severe Error</b> Production server or other mission-critical system(s) are down and no workaround is immediately available.	<ul style="list-style-type: none"> <li>• System down.</li> <li>• All or a substantial portion of your mission-critical data is at a significant risk of loss or corruption</li> <li>• You have had a substantial loss of service</li> <li>• Your business operations have been severely disrupted</li> </ul>	4 Business Hours	2 Hours	1 Hour
Level 2	<b>Major functionality is severely impaired</b> Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. Workaround is required.	<ul style="list-style-type: none"> <li>• Major system function is unavailable or degraded</li> <li>• Repeated failures</li> <li>• Error will create intolerable delays if not addressed</li> <li>• Issue has halted deployment of product</li> </ul>	6 Business Hours	4 Hours	4 Hours
Level 3	<b>Partial, non-critical loss of functionality</b> A problem that involves partial, non-critical loss of use of the software for production purposes or development purposes.	<ul style="list-style-type: none"> <li>• Failure in software component that is non-critical</li> <li>• Impaired operations of some components but use of software is possible</li> </ul>	8 Business Hours	6 Hours	6 Hours
Level 4	<b>General usage problem</b> There is no impact to production or other environments.	<ul style="list-style-type: none"> <li>• General configuration or usage questions</li> <li>• Documentation errors</li> <li>• Cosmetic errors</li> </ul>	24 Business Hours	24 Hours	24 Hours
Level 5	<b>Feature request</b> There is no impact to production or other environments.	<ul style="list-style-type: none"> <li>• Request for new general product functionality</li> </ul>	24 Business Hours	24 Business Hours	24 Business Hours

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 Infrastructure 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

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## 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 Knowledge Base 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 Elite, 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 with who purchase Elite 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.



Centrify delivers Zero Trust Security through the power of Next-Gen Access. Centrify verifies every user, validates their devices, and limits access and privilege. Centrify also utilizes machine learning to discover risky user behavior and apply conditional access — without impacting user experience. To learn more visit [www.centrify.com](http://www.centrify.com).

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