runZero Care Support Service Level Agreement
Last modified: May 22, 2024

runZero Support SLA

This runZero Care Support Service Level Agreement (**"Support SLA"**) is incorporated into the runZero Master Subscription Agreement located at www.runzero.com/legal/terms/ (the **"Agreement"**) and applies solely to the extent Customer purchases the runZero Care support package. All terms that are capitalized but not defined in this Support SLA will have the same meaning as ascribed to those in the Agreement. During the term of the Agreement and the applicable Subscription Term, runZero will target support response times according to the severity levels described below.

Definitions:

- **"Service"** means the runZero platform hosted at console.runzero.com or a customer-specific instance managed by runZero on behalf of Customer.
- **"Software"** means any runZero-supplied downloadable software required to provide the Service, including the self-hosted runZero platform, the runZero Explorer, and the runZero Scanner.
- **"Workaround"** means a temporary solution for a reported problem.
- **"Resolution"** means a permanent resolution for a reported problem.
- **"runZero Care"** means runZero's premium enterprise support offering that may be purchased as an add-on to Customer's Subscription Term to the Services.

Updates and Upgrades:

runZero will provide Customer with all patches, enhancements, updates, upgrades and new versions of the Software that runZero makes generally commercially available upon such media or for download during the Subscription Term. Any such patches, enhancements, updates, upgrades, and new versions will be deemed Software within the meaning of the Agreement and will be covered by this Support SLA.

Availability and Contacts:

The technical support contact can be reached by emailing support@runzero.com.

runZero may change any of the foregoing contact information from time with prior written notice to Customer, so long as at least one phone number or email address is at all times available for each means of contact.

Error Correction:

Customer will report to runZero any error in the Software or Service, according to the below Severity Levels.

Severity Levels:
- Severity Level 1 Problem - an emergency condition which makes the use or continued use of any one or more functions of the Software or Service impossible.
- Severity Level 2 Problem - other than any Severity Level 1 Problem, any condition which makes the use or continued use of any one or more functions of the Software or Service difficult and which Customer cannot reasonably circumvent or avoid on a temporary basis without the expenditure of significant time or effort.
- Severity Level 3 Problem - other than any Severity Level 1 Problem or Severity Level 2 Problem, any limited problem condition which is not critical in that no loss of data occurs and which Customer can reasonably circumvent or avoid on a temporary basis without the expenditure of significant time or effort.
- Severity Level 4 Problem - other than any Severity Level 1 Problem, Severity Level 2 Problem or Severity Level 3 Problem, a minor problem condition or Documentation error which Customer can easily circumvent or avoid. Additional requests for new feature suggestions, which are defined as new functionality in existing Software or Service are also classified as Severity Level 4.

Severity Level	Target Response Time[1]	Target Workaround Time[2]	Target Resolution Time[3]
Severity Level 1 Problem	1 business day	1 business day	1 business day
Severity Level 2 Problem	1 business day	3 business days	5 business days
Severity Level 3 Problem	1 business day	7 business days	N/A
Severity Level 4 Problem	1 business day	N/A	N/A

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[1] The amount of time, from the time of runZero's receipt of Customer's problem report in which runZero will target a response via phone or email, acknowledging receipt of Customer's problem.
[2] The amount of time, from the time of runZero's receipt of Customer's problem report, in which runZero will target a Workaround for Customer's problem.
[3] The amount of time, from the time of runZero's receipt of Customer's problem report, in which runZero will target a resolution for Customer's problem.