



## Varonis Support Principles

Throughout the Support Services term (the period for which applicable Support Services fees have been paid), Varonis Systems (“Varonis”) provides standard Support Services to customers using our North America and EMEA support centers during our standard operation hours. Our support offers and standard operating goals are outlined below.

### Support Services Goal:

Varonis Technical Support is intended to make our customers’ use of our software products (the “Software”) successful by assisting with troubleshooting and helping to resolve specific issues resulting from the use of Varonis products on supported platforms. Customers may be required to perform reasonable troubleshooting tasks as recommended by Varonis’ support staff.

### Support Offerings:

During the Support Services term, Standard Support includes:

- Product updates and upgrades (if and when available)
- Web based and phone support for installation and general use questions
- Access to Varonis’ Support Portal, Knowledgebase and Customer Community
  - Create, update and manage your support cases online
  - Unlimited Knowledge Base access
  - Unlimited access to technical documents
- Use of Varonis’ dedicated toll-free number (<https://www.varonis.com/services/support>)
- Two named contacts

**Response Times:** Response times are dependent upon the level of Support Services the customer has purchased and the severity of the case. Varonis’ ability to provide support will depend, in some cases, on the ability of the customer to provide accurate and detailed information and to aid in handling a support request or error report.

**Relief Goals:** Relief Goals describe the target time period for Varonis to provide a temporary resolution of an issue. Varonis reserves the right to request a customer to download an Update (as defined below) or to upgrade to the Current Version (as defined below) in order to resolve a known problem or a technical issue.

### Escalation Procedures:

Varonis’ escalation procedures raise the visibility of your most important issues internally. Varonis may, at its discretion, pass any issue into the escalation process. Our normal escalation process includes evaluating the severity level of the issue. Our goal is to solve issues in a timely manner taking into consideration the severity of the issue.

In general, if you are not satisfied with a response from the Technical Support staff, you may request that the issue be escalated to a Support Team Lead or to the Director of Technical Support. Once an issue has been escalated, Varonis Technical Support will coordinate internal and customer resources in gathering relevant data required to identify and solve the issue. Varonis expects our customers to provide adequate resources and the requested data to assist in resolution of the issue.

## Response Time

Severity Level	Description	Contact Method	Response Time	Relief Goals
Severity 1	A down situation where core components of the Software are non-operational and there is no known work-around.	Notify Support via portal or phone	<b>Standard:</b> up to 4 hours, during the regional operation hours.	<b>Standard</b> = 7 days
Severity 2	A major component of the Software is not functioning and no work-around is available, but the Software still supports core functionality.	Notify Support via portal or phone	<b>Standard:</b> up to 6 hours, during the regional operation hours.	<b>Standard</b> = 14 days
Severity 3	A minor component of the Software is not functioning and any other case where a Software feature is not operating as documented.	Notify Support via portal or phone	<b>Standard:</b> 24 hours, during the regional operation hours.	Shall be repaired within a reasonable time

To qualify for the above response times, customers are required to cooperate with the Varonis Technical Support team in providing reproducible results for errors reported.

### Hours of Operation:

**North America:** Monday–Friday, 09:00-21:00 EST, for a list of observed holidays click [here](#)

**EMEA:** Monday–Friday, 09:00-21:00 CET, for a list of observed holidays click [here](#)

**APAC:** Monday–Friday, 09:00-21:00 China Standard Time, for a list of observed holidays click [here](#)

Each customer may choose only one of the time zones identified above for the Support Services. Such time zone shall dictate the hours of support provided by Varonis for all Software licensed by the customer.

**Contact Support:** <http://www.varonis.com/services/support/>

### General Support Information:

Technical Support for supported products is available via a variety of contact methods, including the Varonis Knowledge Base, Support Portal and phone during scheduled support hours, for current Software versions and during the support term purchased by a customer. Providing technical support does not imply that Varonis will make changes to the Software.

The following items are **NOT** supported:

- Operating systems and third-party applications
- Alterations or revisions to the Software made by the customer or third parties
- Use of the Software in a manner other than as authorized in the applicable license agreement
- Use of any Software that has been announced as End of Life
- Escalations from personnel other than the named contacts
- Continued support for issues which Varonis has provided corrections not implemented by the customer or data requested from the customer but not provided
- Free Varonis software products and tools
- Any migration services
- Issues of performance when the environment does not meet Varonis’ sizing recommendations as provided to Customer, or as set forth in the Software documentation

### Supported Versions

Varonis will provide Support Services under these principles only for the most current generally available Version (as defined below) of the Software (the “**Current Version**”) and the Version immediately preceding the Current Version of the Software (the “**Previous Version**”). Notwithstanding the aforesaid, for a period of three (3) months from the release date of the Current Version of the Software, Varonis will provide Support Services to the version of the Software which is immediately preceding

the Previous Version, at such level as determined by Varonis in its sole discretion.

"Version" shall mean a subsequent release of a Software or associated Documentation (the user documentation made generally available by Varonis to customers in connection with the Software) denoted by a change in the Software's release number. "Versions" do not include new functionality, features or modules offered by Varonis as separate or additional products or components or add-ons by Varonis.

#### **Supported Users**

Varonis will provide Support Services under these principles with respect to the number of users for which the Customer duly purchased the Support Services. Upon any renewal of the Support Services, Customer shall be required to renew the Support Services for the then current number of users using the Software (the "Supported Number of Users"). Varonis shall be entitled, at any time, to run an audit check (including through running a script) in order to verify the Supported Number of Users. If the audit reveals any underpayments by Customer of any fees payable for the Support Services, Customer shall: (a) promptly pay the outstanding amounts, plus interest from the due date at a rate equal of the lesser of 1.5% per month (or part thereof) or the maximum legal rate permitted, and (b) reimburse Varonis for its out-of-pocket costs of such audit. Varonis reserves the right to refrain from providing Customer the Support Services until such underpayments are settled. The foregoing is without derogating from any other right or remedy Licensor may have under these principles or applicable law.

#### **Software Subscription**

**Provision of Updates.** Varonis shall regularly make available to Customers Updates of the Software, if and when Varonis makes such Updates generally available to its other customers then covered by Software Subscription. "Updates" shall mean new Versions, modifications, Work Around (a technically reasonably feasible change in the operating procedure of the Software whereby the adverse effects of the Error on the normal operation of the Software are reasonably minimized), upgrades, patches, error-correction, improvements, fixes, releases hotfixes, service packs, feature packs, which are designed and released by Varonis to optimize and/or repair the operation of the Software or the Documentation, if and when generally made generally available by Varonis to its customers. Updates shall not include any new functionality, features or modules offered by Varonis as separate or additional products, components or add-ons.

All Updates and upgrades are subject to the terms and conditions of the customer's license agreement.

Notwithstanding Varonis' obligations hereunder or under customer's license agreement, Varonis shall have no responsibility or liability of any kind arising or resulting from customer's failure to correctly and timely install Updates.

#### **Reinstatement**

In the event Customer elects not to renew Support Services following the conclusion of the applicable Support Services term, Customer may later request Varonis to reinstate Support Services. In such event, Customer shall pay Varonis a Support Services reinstatement fee equal to the cumulative standard Support Services fees applicable for the Support Services terms during which Support Services lapsed, in addition to the Support Services fees for the then-current Support Services period.

#### **Customer Obligation**

**Customer Cooperation.** Customer will cooperate with Varonis with regard to the provision of any Support Services, including, without limitation, by providing as much detail as available about reported Errors and taking all such reasonable measures requested by Varonis in order to detect and provide further information with respect to each Error. Customer shall ensure the readiness of its hardware, computerized systems, environment and personnel operating the Software and shall ensure the appropriate conditions so as to enable Varonis to comply with its undertakings hereunder, including, without limitation: (i) enabling Varonis to remotely access the Software; (ii) ensuring the availability of Customer's personnel required for the operation of the Software; (iii) providing Varonis and its representatives with Customer's accompany and on-demand consent, a remote control access to the servers where the Software is installed.

**Access.** If requested by Varonis, Customer shall grant Varonis such access to its information, premises and hardware as may be necessary or appropriate for Varonis to perform the Support Services.

**Customer Contacts.** Customer shall ensure that its contacts authorized to receive the Support Services are fully knowledgeable



regarding the Software and its underlying technologies and are capable of receiving remote instructions from Varonis and performing activities reasonably required by a computerized system operator.

#### **Varonis Support Plans, Services and Offerings**

Varonis reserves the right to alter its Technical Support Plans, Services and Offerings without prior notice. Varonis has no obligation to provide the Support Services in the event Varonis is not paid for such Support Services.

#### **Varonis DatAnywhere**

Notwithstanding anything herein to the contrary, starting February 28, 2019, Support Services for DatAnywhere will be limited. Varonis will use its best efforts to resolve a known problem or a technical issue within a reasonable time. New updates and upgrades will not be released and new platforms (such as new versions of IOS, Android, Windows, etc.) will not be supported. Support Services for DatAnywhere will no longer be available after February 28, 2020.

#### **Technology Preview Program**

Varonis may make some private preview features or technology, support functionality or services, or other offerings available on an early access or private preview basis. These features are excluded from these support terms, may not be stable and may not be functionally complete. Such features are provided “as is” without warranty. Varonis may change or discontinue private preview features at any time without notice. Varonis also may choose not to release a private preview feature into “General Availability.” Varonis reserves the right to charge fees for private preview features if fully released.

#### **WARNING; DISCLAIMER; AND LIMITATION OF LIABILITY**

VARONIS UNDERTAKES TO PROVIDE THE SUPPORT SERVICES IN A TIMELY AND PROFESSIONAL MANNER. EXCEPT FOR THE ABOVE UNDERTAKING, VARONIS PROVIDES NO WARRANTY, EXPRESS OR OTHERWISE, WITH RESPECT TO THE SUPPORT SERVICES, AND VARONIS SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

VARONIS' LIABILITY HEREUNDER FOR ANY DAMAGES WHICH CUSTOMER MAY SUFFER SHALL IN NO EVENT EXCEED THE AMOUNT OF THE MOST RECENT ANNUAL SUPPORT FEE PAID BY CUSTOMER TO VARONIS OR ITS AUTHORIZED RESELLER.

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