PATHLOCK TECHNICAL SUPPORT POLICY

Building Customer Trust and Relationships Through Expertise, Communication, and Customer Success.

The below updates have been made to the June 2025 Version 1 Support Policy:

1. Reordered sections within this document to improve customer experience
2. Pathlock Bridge, CCM, DAC and CAC added to the Pathlock Cloud product support table (pg. 5)
3. Updated verbiage under contacting support, added live chat (pg.)
4. Added ticket creation training link (pg. 6)
5. Added new phone numbers to contact support (pg. 6)
6. Severity Levels and Response Table updated (pg. 7)
7. Clearly defined version support (pg. 10)
8. Added RCA request availability for Severity 1 issues (pg. 9)

The below updates have been made to the July 2025 Version 2 Support Policy:

1. Removed PTD from the supported product, falls under native products in the table (pg. 5)
2. Added Pathlock Access Control Implementation to supported product table (pg. 5)

The below updates have been made to the September 2025 Version 3 Support Policy:

1. Added verbiage that non-production environments are not guaranteed the response times in Table 4.
2. Clarified critical security release timeframes under Security Release section.

Table of Contents

Welcome to Pathlock Support

Welcome to Pathlock. This document defines the support service that Pathlock provides across all products, whether Native or Pathlock Cloud.

Supported Customers

Customers with a valid license or subscription, and who have a current and supported ERP system, are covered by our support policy. If a customer does not have a valid license or subscription or is not current and opens a support ticket, their customer success manager or sales executive will be informed. Support will not address the ticket until the customer returns to good standing.

Supported Languages

Support will be provided in English as the standard. If another language is requested by the customer, Pathlock will do so as "best effort" but not guaranteed...

Supported Products

All active Pathlock products are covered under this support policy, though offerings could vary per product, as defined in *Table 1*.

Product Line	Coverage Available	Notes
Pathlock Cloud Pathlock Bridge Pathlock Access Control Integration (PACI)	24x7	Severity 1 and escalated issues handled 24x7
All Pathlock Native Products, CCM, CAC & DAC	8 am – 8 pm BST 8 am – 8 pm Eastern Time	Team availability outside business hours dependent on location. Requires two (2) weeks' notice for planned assistance or scheduled assistance if outside of business hours.
* 24/7 Severity 1 response is for Pathlock Cloud (PLC) and Pathlock Bridge as defined in Table 4.		

Table 1: Coverage Hours by Product

Master Contacts – Authorization to Support

To ensure that Pathlock only supports authorized personnel, the customer agrees to define a Primary and Secondary (Master) contact. Master contacts define who can open tickets and Pathlock supports. In the case that any personnel require access to the portal or their access rights removed, the named primary or secondary contact should contact Pathlock Customer Success, Support Management, or their Sales Executive.

Number of Customer Contacts Approved to Contact Pathlock Support

The Primary or Secondary technical contact can authorize up to five (5) contacts that Pathlock will assist. If the customer requires more authorized contacts, contact Pathlock customer success at csm@pathlock.com.

Customer Responsibility to Notify Pathlock of Access Changes

In the case of a customer authorized to support changes due to departure, position change or like, the customer is responsible to update the Pathlock customer success manager of the change/s.

Contacting Support

A support ticket can be created via the customer portal, Freshdesk mobile app, live chat or phone. The customer portal is fully mobile-friendly and allows you to open and manage your tickets. See *Table 2* for contact details.

Training on "How to Open a Ticket via the Customer Portal" can be found at https://pathlock.com/wp-content/uploads/2024/09/Pathlock-Customer-Support-Portal-Playbook.pdf

Note: Live chat is for ticket creation, status or escalation only.

For Severity 1 issues, Pathlock support requires contact by phone. In down situations, we want to route you to a live team member as quickly as possible. You can open a ticket via the portal and then contact our team or simply call, and we will be happy to open the ticket.

Web Access / Region	URL or Phone
Customer Portal and Live Chat	https://support.pathlock.com
Americas	US +1 303 218 9157
EMEA	UK +44 20 4524 5116 Benelux +32 16 308 000 Israel +972 3 303 6036
APAC	India +91 20 7127 9922 Philippines +63 32 887 2014

Table 2: Pathlock Support Phone Numbers by Region

Business Hours

Pathlock's supported business hours are regionally defined as shown in *Table 3* below. Business hours are established by the region you reside. Pathlock Cloud has 24x7 Support for Severity 1 issues. For customers who have global teams, the response times are defined in *Table 4* and follow the customers' Home Region and severity level response.

Region	Location Used	Business Hours
Americas	New York, EST	8 am – 8 pm
EMEA	UK, BST	8 am – 8 pm
APAC	India, IST	8 am – 8 pm

Table 3: Business Hours

Home Region

To ensure customers receive the best support for lower severity issues, a Home Region can be defined to align with your helpdesk if it does not reside in local company hours. Home Region defaults to the company location of purchase but can be changed to Americas, EMEA, or APAC by your Customer Success Manager. The Home Region can be changed but must remain in effect for a minimum of six (6) months from the date of change.

Holidays

Pathlock holidays are statutory as defined by the region. Pathlock follows the United States, United Kingdom, and India statutory holidays. During holidays, we will cover Severity 1 issues for products that have Severity 1 24x7 support. All other tickets or issues will be responded to during normal business hours as defined in Table 3 – Business Hours as defined by the Home Region.

Severity Levels and Response Times

Tickets are categorized by severity definition as defined in Table 4. After a review of the problem, the severity can be changed after discussion with the customer to fit the proper severity level.

For Severity 1 issues, we want to react as quickly as possible and transfer you to a live representative. Failure to call into our support center for a Severity 1, negates the documented response times. To ensure Severity 1 response times are met, a call into our support center using any of the phone numbers in Table 2 is required or by using portal live chat.

The below severity and response times apply to production environments only; not non-production environments.

Severity Level	Definition	Support Response Times	Resolution Time
Severity 1 **(Critical Down)**	Customer down or a significant percentage (30% or more) of business/workforce is negatively affected or inhibited.	Not to exceed 1-hour based on coverage (24x7 for Pathlock Cloud) ***Customer needs to call into the Pathlock call center for Severity 1 ticket routing***	Pathlock will use commercially reasonable effort to establish a workaround or fix within eight (8) hours once the issue is reproducible.
Severity 2 **(Business Highly Effected)**	Product or Subscription Services are stopped or severely impacted, 20% to 30% of the customer users cannot perform their business operations.	Not to exceed 4 business hours Regional business hours are defined in Table 1. Americas - US (EST) EMEA – UK (BST) APAC – India (IST)	Pathlock will use commercially reasonable effort to establish a workaround or fix, within three business days once the issue is reproducible. *
Severity 3 **(Some effect on Business)**	Some functionality is affected, but customer can continue to work and perform most operations	24 Hours (next day)	Pathlock will use commercially reasonable effort to establish a workaround or fix within seven (7) business days once the issue is reproducible.*
Severity 4 **(Minimal Business Effect)**	Minor issue or impact to the customer or operation.	24 Hours (next day)	Pathlock will use commercially reasonable effort to find a workaround within ten (10) business days. Fixes, if required, will be in a future releases.

Table 4: Support Severity Levels and Response Times

* If resolution to the ticket requires product development, release, or code change(s), support will provide an estimated time for resolution and/or version release.

Opening a Ticket with Pathlock Technical Support

For Severity 1 issues, the customer needs to contact us via phone at any of the phone numbers in Table 2 or via the Portal Live Chat. For lower severity issues (Severity 2 – 4) a ticket can be opened via:

1. Phone
2. Customer Portal located at https://support.pathlock.com
3. Live Chat within the customer portal

Single Ticket per Issue/Problem

Pathlock's CSM system handles one issue per ticket number. If a ticket is opened with multiple issues, our inbound team will create a unique ticket for each issue. Automated emails will be sent when the ticket is created.

Customer Provided Information when Opening a Ticket

To help us reduce troubleshooting time and actively work on your ticket please provide:
1. A clear and concise issue subject and description.
2. Attach screenshots, logs or video of the issue.
3. Define the frequence of the issue (all the time, random) and whether reproducible in your environments: non-production and production.
4. Provide the module where the issue occurred.
5. Providing visibility of changes that have occurred in your environment.

Note:
1. For on-premises and private cloud implementations, load, penetration, performance and like testing are the responsibility of the customer.
2. Production go-live for the Pathlock ASP product. (Appsian ASP product only)
3. Pathlock reserves the right to invoice for support services that are not related to the Pathlock product or caused by the Pathlock product. An example would be a database failure requiring recovery for an on-premises implementation and customer not having a backup to restore from.

Standard Ticket Closure

Tickets are closed when an issue is resolved. Customers can request that a ticket remains open for verification for up to five (5) business days. In these situations, one of our support team members will follow up on the fifth day to ensure the ticket can be closed.

Ticket Reopen

If the same problem occurs within ten (10) business days, a customer can call our support team and have the ticket reopened. If a ticket is requested to be reopened and the issue differs, a new ticket will be created.

Auto Ticket Closure

If a ticket is opened and a customer does not respond to Pathlock's support outreach over seven (7) business days, the ticket will be automatically closed. There are three (3) outreaches as defined below:

1. Day 1 within SLA when the ticket is originated.
2. Day 3 by Phone and/or Email if no response to Day 1.
3. Day 5 by Phone and/or Email if no response to Day 3.
4. The ticket will be auto closed if there is no future response from the customer in seven (7) business days.

The auto-closed ticket will retain a record of the outreach attempts and dates.

Ticket Escalation

If a ticket requires escalation, call into our contact center using any of the phone numbers in Table 2 and request ticket escalation. Please have your ticket number and your contact details ready for the representative to assist. The Regional Support Manager will be notified. You can request to speak with the Regional Manager or Director, to assist with your escalation.

Contacting Support Leadership for Support Issues or Concerns

Pathlock wants to ensure your customer success. If you have any support issues that need to be brought to the attention of support leadership, simply call us on one of the phone numbers in Table 2 and asked to be transferred to your regional manager. Please provide your name, company name and ticket if applies.

Enhancements or Feature Requests

If a ticket was opened and the issue was determined to be an enhancement to the product or new/extended functionality, the request will be moved out of support into the Pathlock feature system. The ticket in support will be closed. The customer will track the request within the Pathlock Ideas hub.

Documentation

Product documentation can be accessed via www.pathlock.com/support. For access Pathlock Cloud documentation go to the signup page at https://id.customer.pathlock.com/?location=

Training

Training is available for Pathlock Cloud via Pathlock University. To acquire access, speak to your customer success manager or email Customer Success at csm@pathlock.com .

Metric Reporting: Tickets & SLA

Upon request, the Pathlock Customer Success team can provide metrics on ticket counts and SLAs as defined in Table 4, including cloud uptime. You can request this information by contacting your assigned Customer Success Manager. If your company does not have a Customer Success Manager, please email your request to csm@pathlock.com.

Root Cause Analysis (RCA) for Severity 1 Issues

At the request of the customer, Pathlock will provide an RCA for Severity 1 issues within ten (10) business days of issue resolution. The RCA should be requested via the Severity 1 ticket that was opened for the issue.

Software Updates – On-Premises (Server Based or Private Cloud Only)

From time to time, software updates are available to our customers. The customer will perform all installation and implementation of the updates that are server based or private cloud. Should the customer require assistance, support is happy to assist but should be scheduled with two (2) weeks' notice to ensure team member availability. Support will assist/perform any upgrade of two (2) hours or less. If the upgrade is considered by Pathlock Support as complex or will exceed two hours, a SOW from our Professional Services team will be required.

Major and Minor Release Definitions for Supportability

Pathlock releases consist of a three-digit number beginning with the year, quarter released and dot version. For example, release 2025.2.0 is the Q2 (major) release of 2025 with a dot (minor) release of zero (0).

Version Support

Technical support is provided on the current and two previous (major) releases of Pathlock software as defined under Major and Minor Release Definitions for Supportability. Pathlock support can request that a customer upgrade to a supported version to work on their issue.

- Unsupported versions that have a product deficiency or bug, will require an upgrade to a supported version.
- If the customer is on a previous year version such as 2024 and current year is 2025, they will be required to upgrade to a supported version.

Altering or Modifying Software
Software that was modified, altered, or used on unsupported platforms, as documented in the Product release notes, is not supported.

End of Support

In the event a product will no longer be supported or reaching end of support, the Pathlock customer success team will notify customers in writing using industry standards.

Pathlock Cloud Availability

A. "Availability" is measured on a calendar month basis and is calculated as follows. (Applies to Pathlock SAAS or Pathlock Cloud hosted only).

$$\text{Availability} = \frac{\text{Base time} - \text{Downtime}}{\text{Base time}} \times 100\%$$

B. "Base time" means 24 hours per day, seven days per week, calculated on the calendar month less Scheduled Maintenance.

C. "Downtime" means the time during which the Service is not Available for Pathlock Cloud (SAAS or hosted only). Each instance of Downtime commences when the Service ceases to be available and ends when the cause of failure is corrected, and the Service is restored to normal operation. Downtime does not include scheduled or emergency maintenance, any outage determined to be a result of the customer's breach of the Agreement or any other acts or omissions of the customer, or a result of a failure of outside services or equipment outside of Pathlock's control, including the customer's equipment, or any force majeure event.

Note: Changes in or with functional ERP systems (i.e., configuration or upgrades of SAP or Oracle as examples) that affect Pathlock software after said changes are not considered an outage, though Pathlock will work as quickly as possible to resolve the issue.

Requirements to Apply for Credit

Pathlock will provide the Service with an availability of not less than 99.5%. Pathlock will issue to the customer the following credits if Pathlock does not achieve the following levels of availability within the same calendar month.

Customer Responsibilities

- The customer will notify Pathlock in the event of any outage or failure to access the Pathlock SAAS environment company wide.

- The customer will open a ticket in the support system so that the support team can review the issue and verify it is not outside the Pathlock solution, such as an ISP provider.
- The support ticket will be used as verification of the outage for subscription credit.
- Upon the customer's reasonable request, Pathlock will provide to the customer for each applicable period a report showing the calculation of service credits (or showing calculation that does not result in service credits) The service credits are the customer's sole and exclusive remedy and Pathlock's sole and exclusive liability for Pathlock's breach.
- Service credits can be awarded as defined in Table 4 at the request of the customer.
- The customer may terminate the agreement regarding the applicable Service(s) if the availability falls below the warranted level for two (2) consecutive months.

Credits Towards Renewal Subscription Cost (Pathlock Cloud SAAS/Hosted only)

Pathlock will issue to the customer the following credits if Pathlock does not achieve the following levels of availability as defined in *Table 5*.

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but equal to or greater than 99.0%	5%
Less than 99.0% but equal to or greater than 95.0%	10%
Less than 95.0%	30%

Table 5: Uptime and Service Credits Table

Cloud Scheduled Maintenance

"Scheduled Maintenance" means any time associated with the installation of service packs or major release or version upgrades. All Scheduled Maintenance shall be performed during off-peak business hours. In rare instances, an emergency patch/upgrade may need to be applied. In these instances, we will notify customers via email to ensure visibility as best possible.

Upgrades and New Releases

Pathlock will provide best effort to notify customers with a minimum of a fourteen-day (14) notice for new releases and service packs. Additionally, Pathlock will provide customers with a minimum of sixty (60) days advance notice of major releases and version upgrades.

Requesting an Upgrade

For Pathlock Cloud SAAS, the customer will receive or can request the release notes and open a ticket or request via their CSM that their non-production environment be upgraded with said version. Once the customer is happy with the version release, the production environment can be upgraded.

Frequency of Upgrades/ Releases (Pathlock Cloud Only)

Pathlock has four (4) release types, as defined below.

- **Quarterly – Major Release**

- Released once a quarter.
- Contains all the bug fixes and enhancements to date, plus new features.
- Includes full regression and functionality testing and continuous exploratory testing by Pathlock's QA department.
- Includes release notes, product documentation updates, product training updates, etc.

- **Monthly - DOT Release**
  - Expands on the previous release with bug fixes & small enhancements (no new big features).
  - Includes full regression and functionality testing and continuous exploratory testing by Pathlock's QA department.
  - Released approximately every 4-6 weeks.
  - Includes release notes, updates to product documentation, and possibly updates to product training (as applicable).

- **Hotfix**
  - Hotfixes are created for Severity 1 critical issues as defined in the support policy.
  - These releases include targeted fixes and do not include full regression or QA testing.
  - Hotfix versions are normally tested in the environment in which the issue was detected to ensure that they address the issues they were intended to fix.
    - It is recommended to deploy a Hotfix to a non-production prior to installation in a production environment.
  - No external release notes and do not include updates to docs, training, etc.

- **Security Release**
  - Security Releases address security issues.
  - Critical security fixes will be pushed to all customers within 48 hours after a fix becomes available.
  - High-priority security fixes are pushed as soon as practical to all cloud customers.
  - High-priority security fixes are urgently reported to all On-Prem customers.
  - The urgency and timing of fixing each issue are determined according to its severity, as determined by the reporting party.
  - Security fixes are made in ALL the supported and affected versions. Once released, they become the new supported version for that release.
  - These builds are accompanied by release notes and the appropriate customer communication regarding the issues and their fixes.

*Note: All fixes are cumulative. Depending on the QA cycle, a hotfix may or may not be present in the next release. The hotfix would be present in the follow-on release.

Example:
New release: 2025.X.3 - Hot fix is not present due to release timeline.
Next Release: 2025.X.4 – Hot fix is present in the release.

Pathlock Release verification

Pathlock performs QA test on each PBI prior to release.

Note: Internal test reports are for internal Pathlock use only.

Pathlock Cloud Backups (Pathlock SAAS/Hosted only)

Backups are configured and executed automatically by the cloud provider. Backup frequency is daily with a retention period of 21 days. Point-in-Time recovery also occurs to ensure no more than ten (10) minutes of lost data in the case of a severe outage.

Pathlock Cloud Version Upgrade – Customer Responsibility

It is the customer's responsibility to schedule the upgrades to align with their change window or process. The customer can initiate the request for upgrade by opening a ticket with the Pathlock support team. Five (5) business day notice should be given to perform the version upgrade except for security or hotfix implementations.

Covered Services

The following services are covered under this support policy:
- Technical assistance or product support via phone, email, or remote sessions for break/fix of Pathlock software issues.
- Access to product documentation, support portal, and knowledge base.
- Resolve technical issues with the product as defined by severity and response time in this document.
- Defect resolution of product issues based on severity.
- Upgraded versions of software and features through major and minor releases. For Pathlock Cloud, upgrades are available quarterly and will be applied in co-ordination with the customer.

Not Covered Under this Support Policy

- Onsite Support
- Performance troubleshooting outside of the product, such as but not limited to network, internet connectivity, load balancers, ERP Systems, or like.
- Pathlock is not responsible for problems that occur because of the use of the Licensed Software in conjunction with non-Pathlock software or with hardware that is incompatible or not the recommended configuration with the version of the licensed Software provided.
- Software used in violation of the licensing agreement.
- Licensed software or hardware that does not meet the defined specifications or requirements for use. (server installed)
- System software includes but is not limited to operating systems, system utilities, libraries, and drivers that are not approved by Pathlock.
- Modified license Pathlock software, other than by Pathlock, to work within an environment that it was not designed for.
- Pathlock is not liable for outages, unexpected behavior, feature implementation, or issue resolution that have been created by a non-approved/certified partner or non-approved third-party support organization.
- Pathlock shall not be obligated to repair or replace any Product if such repair or replacement is caused in whole or in part by error, neglect, misuse, abuse, or negligent acts of the customer or a third party, including failure by the customer to follow Pathlock's installation, operation, or maintenance instructions and specifications, improper or unauthorized connection with any peripheral; external electrical fault; or alteration, modification, service, or repair performed otherwise than by Pathlock or with Pathlock's permission.

- Downtime of systems such as but not limited to SAP, Oracle, and PeopleSoft that affect Pathlock on-premises or cloud solutions.

Independent Contractors

Pathlock and the customer are independent contractors, and nothing contained in this Agreement shall be construed to constitute Pathlock and the customer as partners, employer-employee, joint venturers, co-owners, or otherwise.

Appendix

Definitions

1. "Product" means Pathlock's licensed software solution that has been agreed between the Parties to be used by Customer.
2. "Major Release" means significant software version releases. This includes additional software functionality/capabilities and/or any major Product enhancements that Pathlock may hereafter develop and make generally available to its licensees. A Major Software version may be expressed as 10.X.
3. "Update" means any minor functionality, modification, or enhancement of the Product, including patches, bug fixes and maintenance releases that Pathlock may hereafter develop and make generally available to its licensees. Updates are represented by a number change to the right of the decimal point of the Version of the Product. An update refers to licensed Software changing from X.1 to X.2 for example. The content and timing of all updates will be determined by Pathlock.
4. "Work-Around" means a temporary solution or fix that restores operational capability. A workaround may not require a software fix or correction.

Terms

1. A Service is "Available" when, and only when, all functionality described in the Documentation is accessible to each Customer user at the Demarcation Point. A Service is not Available if its response or processing time is degraded to the point where users experience a material degradation in their ability to submit data to, have data processed, or receive data back from the Service.
2. "Demarcation Point" refers to the point where the public available network infrastructure meets the customer's internal network infrastructure.