

DRAGOS SOFTWARE SUPPORT REQUESTS AND RESPONSE TIMES

Last updated May 19, 2025

1. SCOPE OF SUPPORT.

- 1.1. Dragos will support the proper functioning of Dragos Software in accordance with these terms and as set forth in the applicable Order (“Technical Support”) during the Subscription Term for the Software. Capitalized terms not defined here will have the meaning set forth here: www.dragos.com/end-user-terms-conditions. Technical Support for Software may include error corrections, troubleshooting, workaround assistance, and access to our on-line documentation.
- 1.2. Dragos offers three tiers of Technical Support: **Essential**, included as part of the Software Subscription, and **Standard** and **Enhanced**, which are available for an additional fee. This document addresses support requests and response times. The detailed features and benefits for each level of support and supported Platform versions will be provided separately.

2. SUPPORT REQUESTS

- 2.1. **Support Contacts & Information.** In order to resolve support requests, Dragos may require Customer to provide a general description of the operating environment, a list of hardware components, a reproducible test case, and certain log files, trace files, or system files. Failure to provide this information may prevent Dragos from identifying and resolving the alleged issue. Support is provided only for Authorized Users with active subscriptions in a production environment. Dragos reserves the right to provide Customer with a workaround in lieu of fixing an alleged defect should Dragos in its sole judgment determine that it is more effective to do so.
- 2.2. **Availability.** Support tickets may be submitted via email to support@dragos.com or through the Dragos Portal by selecting the ‘Support Request’ option. Initial response times for tickets are specified in accordance with the applicable support tier.
- 2.3. **Response Prioritization.** Tickets shall be assigned a severity level based on the criteria below. Dragos personnel reserve the right to adjust severity ratings. Response times and support hours shall correspond to the Customer’s enrolled support tier:

OFFERING	PLATFORM ESSENTIAL	PLATFORM STANDARD	PLATFORM ENHANCED
Platform Technical Support Hours	8AM -5PM M-F (Local Time Zone)	24/7 Support (Urgent Severity)	24/7 Support (Urgent Severity)

VALUE	SEVERITY	DEFINITION	INITIAL RESPONSE TIME
Urgent	1	Software is inoperable. Majority of business units/work group/departments are critically impacted by the service interruption.	4 hours – Essential 2 hours – Standard 2 hours – Enhanced
High	2	Software is experiencing problems that substantially degrade performance or materially restrict its use. High impact incident prevents critical process for multiple users.	8 hours – Essential 4 hours – Standard 4 hours – Enhanced

Normal	3	Software is experiencing problems which cause only a minor impact. Workarounds may be provided.	2 business days – Essential 1 business day – Standard 1 business day – Enhanced
Low	4	General questions about Software that requires tracking and documentation.	5 business days – Essential 2 business days – Standard 2 business days – Enhanced

3. EXEMPTIONS.

Dragos will have no obligation to provide Support with respect to any Error resulting from: (i) use of the Software other than according to the Documentation, the terms of your license and/or your Agreement; (ii) modification of the Software by Customer or any third party, except as expressly permitted in writing by Dragos; or (iii) any combination or integration of the Offering with hardware, software and/or technology not approved in writing by Dragos. The obligations of Dragos set forth in this Schedule will be excused to the extent any failure to meet such obligations result in whole or in part from Customer's or its Authorized Users' failure(s) to comply with Customer requirements herein.

4. DELIVERY PARTNER SUPPORT

Dragos Approved Delivery Partners are required to perform initial Tier 1 triage and troubleshooting for all support issues prior to escalation. This includes basic diagnostics, issue identification, and attempts to resolve common issues using provided documentation and tools. Partners are expected to make a good-faith effort to address customer issues at Tier 1, acknowledging that their technical capabilities may be limited.

When escalation to Dragos is necessary, partners must provide a detailed summary of the issue, steps taken, and relevant diagnostics. Partner escalated cases will be handled by Dragos under the Enhanced SLA group for response times, ensuring timely and prioritized support. Partners remain responsible for maintaining customer communication and coordinating with Dragos throughout the resolution process.