Arctic Wolf Risk Scan Engine - Enterprise
Service Level Agreement

This Arctic Wolf Risk Scan Engine - Enterprise Service Level Agreement ("SLA") between Arctic Wolf Networks, Inc. ("Arctic Wolf") and the customer ("User") executing a quote or other ordering document (the "Order Form") for the license of the Arctic Wolf Risk Scan Engine - Enterprise software (the "Software"). To the extent purchased by User and specified on the Order Form, this SLA sets forth the service level terms and conditions related to the Software and are incorporated in and supplement the End-User Licensing Agreement accepted by User as part of User's license of the Software (the "Agreement"). Any capitalized terms not otherwise defined herein will have the meaning in the Agreement. The parties have agreed that this SLA as well as any notice, document or instrument relating to it be drawn up in English only*; les parties aux présentes ont convenu que la présente convention ainsi que tous autres avis, actes ou documents s'y rattachant soient rédigés en anglais seulement*.

Definitions

"**Defects**" are reported problems that (i) prevent the Software from conforming in material respects to applicable Documentation, and (ii) are verifiable and reproducible using the Software.

"**Issues**" are questions pertaining to the operation of the Software escalated originating from User.

"**High Severity Defects**" are Defects that meet the following criteria: (i) Defects that compromise the security of protected communications; (ii) Defects that compromise the security of the host system data; (iii) Defects that cause a material loss of data; or (iv) Defects in essential functions for which no manual work-around exists.

"**Low Severity Defects**" are Defects that meet the following criteria: (i) Defects that violate material specifications in the Documentation; or (ii) Defects in essential functions for which a manual work-around exists.

"**Update Release**" shall mean bug fixes and patches intended to correct Defects. Update Releases are denoted by a change to the numbers to the right of the second decimal point (e.g., v1.1.1 to v1.1.2).

"**Versioned Release**" shall mean releases containing minor enhancements. Versioned Releases are denoted by a change to the number to the right of the decimal point (e.g., v1.1 to v1.2).

"**Support Release**" shall mean any Update Releases and Versioned Releases that are made generally available to Arctic Wolf's general client base as an Update Release or Versioned Release in Arctic Wolf's sole discretion.

"**New Product Release**" shall mean any release of the Software that is not a Support Release.

"**Stage 1 Response**" shall mean an acknowledgment of receipt of Defect report.

"**Stage 2 Response**" shall mean commencement of work on identifying and diagnosing the problem, and subsequent work around, temporary fix, or other temporary resolution of the Defect and documentation of corrections.

Terms & Conditions

1. Updates & Releases: User will receive prompt access to all Support Releases, Update Releases, Versioned Releases, and New Product Releases.

2. Support Contacts: Arctic Wolf will provide access to the Arctic Wolf Risk Scan Engine Commercial Support portal for two User support contacts.

3. Support for Issues: User will receive up to 10 hours per month of support for Issues. Additional hours will be billed at the following rates:
   a. Incident Management: $100/hour
   b. Junior Developer: $100/hour
   c. Senior Developer: $200/hour

4. Support for Defects: User will receive unlimited support hours for Defects.

5. Response Schedule: Arctic Wolf's support specialists shall use commercially reasonable efforts to respond to High Severity Defects and Low Severity Defects in accordance with the following Response Schedule. Such response times shall be measured from the time the User's Support Representative contacts Arctic Wolf's support via the Arctic Wolf Risk Scan Engine Commercial Support Portal.

	Stage 1 Response	Stage 2 Response
High Severity Defects	4 business hours	2 business days
Low Severity Defects	8 business hours	4 business days

Last Updated: 2023.05