

EMEA

Technical Support Service SentinelOne Welcome Pack

Increase peace of mind with Exclusive Networks Support Services

This Welcome Pack is provided for informational purposes only and is intended to give a high-level overview of the SentinelOne Technical Support Service offering. It does not form part of any legally binding agreement and does not override or amend the terms of the applicable Statement of Work, contract, or Terms & Conditions agreed between parties.

All services will be delivered strictly in accordance with the contractual documents in place. In the event of any inconsistency between this Welcome Pack and the contractual documents, the latter shall prevail. Exclusive Networks reserves the right to update or amend this Welcome Pack without prior notice.

Contents

| | |
|-----------------------------------|--------|
| Service Levels and Definitions | Page 2 |
| Priority Definitions | Page 3 |
| SLAs and Target Follow Up Times | Page 3 |
| Technical Support Engineer Levels | Page 4 |
| Technical Support Process | Page 5 |
| Escalation Process and Contacts | Page 7 |

Technical Support Service contracts provide access to the Exclusive Networks Technical Assistance Centre (EXN TAC) to work with you through any **post-sales technical support queries and technical incident assistance**.

EXN TAC work with SentinelOne, as an Authorised Support Centre (ASC). Exclusive Networks provides **Level 1 Support to Partners (Resellers/MSSP) only**. EXN TAC engineers hold accreditations in the products supported and are available 8x5 to respond to customer requests. The service covers all regions within EMEA.

Service Levels and Definitions

Technical Support defines a technical incident as any break/fix issue:

- › Previously working configuration no longer working as expected or degraded environment.
- › Configuration errors and software bugs
- › Requests for documentation, release notes, guides, etc.
- › EXN TAC engineers will not undertake new configuration/deployments or migrations, as this work falls outside break/fix support service.
- › EXN TAC will not provide support for any unsupported software.

The EXN TAC service levels available for support via phone, portal and email:

- › TAC access 8x5 (UK business hours)

Exclusive Networks

Tel: +44 (0) 1420 548 247

Email: 24x7@exclusive-networks.com

Portal: globalsupport.exclusive-networks.com

Priority Definitions

EXN TAC work to 4 levels of priority. Each of these will determine the SLA on initial response as well as our target follow up times for the duration of the support case.

| | |
|----------------------------|--|
| Priority 1 CRITICAL | Product/service is down and critically affecting customer production environment. |
| Priority 2 HIGH | Primary unit has failed, or product/service is impaired. Production environment is up but impacted or lacks resiliency. |
| Priority 3 MEDIUM | A product function has failed, and the production environment is degraded or not affected. Non-critical business applications are unreachable. |
| Priority 4 LOW | General assistance that includes feature, information, documentation, how-to and enhancement requests. |

SLAs and Target Follow Up Times

Initial Response SLA

For EXN TAC engineer to take assignment of new case and provide first update/request.

| Case Priority | 8x5 Service Level |
|----------------------------|---------------------|
| Priority 1 CRITICAL | < 1 Business Hour |
| Priority 2 HIGH | < 4 Business Hours |
| Priority 3 MEDIUM | < 8 Business Hours |
| Priority 4 LOW | < 16 Business Hours |

Target Follow Up Times

EXN TAC engineers will aim to provide regular updates based on the case priority. This may be impacted by frequency of responses from level 2 SentinelOne support teams, or customer responsiveness. After 3 follow ups with no customer response, the EXN TAC engineer will proceed with case closure.

| Case Priority | Target Follow Up Times |
|----------------------------|---|
| Priority 1 CRITICAL | Every 4 hours until resolved, or a workaround is in place |
| Priority 2 HIGH | Every business day until resolved, or a workaround is in place |
| Priority 3 MEDIUM | Every 3 business days until resolved |
| Priority 4 LOW | Once per business week until resolved |

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Technical Support Engineer Levels

| | |
|-------------------------------|---|
| <p>EXN TAC LEVEL 1</p> | <ul style="list-style-type: none"> • Deployment • Configuration queries/Issues • Product feature questions • Basic “how to” user questions |
| <p>VENDOR LEVEL 2</p> | <ul style="list-style-type: none"> • Advanced configuration issues • “Product not working as expected” issues. • Root Cause Analysis • Software bugs • Feature errors |

As part of the requirements, support cases are assigned to a level 1 engineer and are worked and followed up based on priority. Support cases are escalated to SentinelOne Level 2 once all escalation requirements have been met.

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Technical Support Process

Opening a Support Case

For P1 (Urgent) and P2 (High) issues call us

Telephone: [+44 \(0\) 1420 548 247](tel:+4401420548247)

For non-urgent P3 and P4 issues

Email: 24x7@exclusive-networks.com

Portal: globalsupport.exclusive-networks.com

For new issues please provide the following:

- › The name of the Account that the end user Site resides in – this is needed to validate support entitlement
- › Contact details of an engineer with access to the device/system
 - Contact name
 - Contact number
 - Contact email
- › Summary of the incident
- › Impact of the Issue
- › Priority of the incident
- › Agent version
- › Management Console URL
- › Number of affected Users
- › Recent changes to the environment
- › Any results of troubleshooting performed
- › Files of logs captured.

For existing issues:

- › Your EXN TAC case number (Starting with EXN-####)
- › Any additional details about the case raised since last contacting EXN TAC

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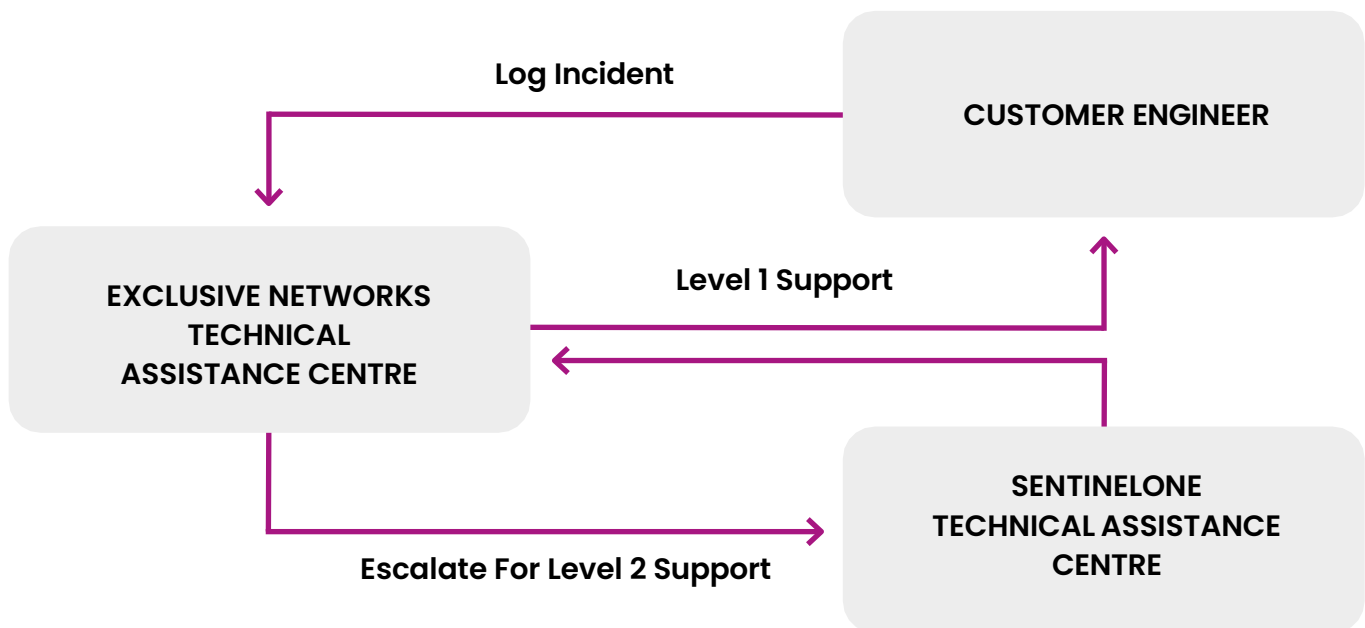
Portal: globalsupport.exclusive-networks.com

Technical Support Process

Case Handling Process

The diagram below details the logical flow for a support case, and shows the process of interaction between customers, EXN TAC and SentinelOne TAC.

1. Customer engineer to log incident with EXN TAC via email or phone call.
2. EXN TAC support case created and case number emailed to customer contact.
3. The EXN TAC will provide level 1 technical support. If the issue requires an advanced level of technical expertise, then the case will be escalated up to the Level 2 SentinelOne support team.
4. The EXN TAC engineer will be responsible for liaising with the vendor and providing regular updates to the customer engineer. If the vendor engineer needs to liaise directly with the customer engineer, then calls and remote meetings will be facilitated as required.



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Escalation Process

Technical Escalations

Level 1 Support

Call handling and logging by a Technical Support Engineer to troubleshoot to resolution or escalate where necessary

- › **Contact:** Exclusive Networks Technical Support
- › **Phone:** +44 (0) 1420 548 247
- › **Email:** 24x7@exclusive-networks.com
- › **Portal:** globalsupport.exclusive-networks.com

Level 2 Vendor Support

Technical escalation point for Level 1 Support who work with more complex issues or bugs to resolve or escalate issues.

Management Escalations

To raise any issues related to existing Technical Support cases, or requests for escalations, customers are encouraged to use the below contacts. Issues will be actioned by the appropriate management level.

Level 1

Team Management escalation to **Technical Support Manager**

Level 2

Country Management escalation to **Head of UK Technical Support**

Level 3

Global Management escalation to **Head of Global Technical Support**

The Exclusive Networks Technical Support Management Team can be reached at:

Techsupportmgmt_UK@exclusive-networks.com

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