

Enterprise Service Level Agreement for CYBER RANGES

Document Control

Author	Ashish Gajjar
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Approved By	Almerindo Graziano
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1. Introduction

CYBER RANGES is committed to providing superior support to customers and as part of this has defined a detailed, easy to use process and procedure description in this document.

This document outlines the key terminology, processes and procedures that are used by CYBER RANGES to implement Support Level Agreements contracted by Enterprise customers that purchase CYBER RANGES solutions via a Purchase Order effected directly through CYBER RANGES sales or through a reseller. This includes customers accessing CYBER RANGES through a SaaS deployment model that has been contracted as such.

2. Key Definitions

The following table summarizes availability levels for CYBER RANGES.

Requirement	Metric Target
App Availability	99%
Planned Downtime	< 360 mins a month

Definitions:

App Availability – the minimum acceptable level of availability that CYBER RANGES must maintain to meet the agreed-upon service levels with the client.

Planned Downtime – refers to the intentional and scheduled period during which CYBER RANGES platform is taken offline or made unavailable to the client. This downtime is prearranged and will be communicated in advance. The purpose of planned downtime is usually to perform maintenance, updates, upgrades, or other essential tasks that require the system to be temporarily unavailable.

System availability will be measured monthly using the following formula:

- Total Minutes in the Month: Days in the Month X 24 hrs./day X 60mins/hour
- Total expected availability in Minutes: Total minutes in the month – Planned downtime per month (in Minutes)
- Total Planned Available Minutes: Total Minutes in Month X Expected System Availability (%)
- Total Amount of Unplanned Downtime in Minutes per Month: Total Expected Availability in Minutes – Total Minimum Availability in Minutes

The duration for calculation of these measurements is set from 00:00AM on the 1st day of the month to 24:00PM on the last day of the month.

3. Support Process

CYBER RANGES shall provide you with Maintenance & Support services in connection with the product and platform, during the agreed Support Term. The language for all communications related to the Maintenance & Support services shall be English.

CYBER RANGES provides a dedicated customer support portal for its customers. Upon raising a ticket, the minimum time to respond between each new update on the ticket, depending on the severity assigned, is 1 business day.

The following Table summarizes the key features of CYBER RANGES technical support service.

Support Feature	Standard
Service Hours	9x5
Initial Response Times	Next Business Day response objective
Email Support	Yes
Web Portal Support	Yes
Phone Support	-

The support hours covered are detailed below:

For End-Users Based In:	Service Hours
Americas	Monday through Friday, 9:00 am to 5:00 pm Eastern Time (UTC-5).
Europe, Middle East, and Africa	Monday through Friday, 8:15 am to 5:15 pm (UTC+3).
Asia Pacific	Monday through Friday, 10:00 am to 6:00 pm Singapore, (UTC+8).

4. Reporting a Problem

Problems may be submitted to CYBER RANGES Support via any of the following channels:

- **E-mail** – by sending an e-mail thoroughly describing the problem to: support@cyberranges.com¹

¹by submitting a problem via email to CYBER RANGES support email (support@cyberranges.com) you agree consent to provide your personal information to CYBER RANGES. Personal information includes but may not be limited to names, email addresses and contact details.

Note: When a problem is submitted via e-mail, you will receive an autoreply from the ticketing system acknowledging receipt and assigning the ticket a case number for future tracking. To ensure proper tracking of the case, please ensure that the ticket number is included in the subject line of any e-mail sent to our support platforms. This e-mail is not considered “first response”.

CYBER RANGES support team may request to be provided with additional technical information which is necessary to effectively handle the Support Ticket

5. Case Information Required

Getting pertinent information about your case up front reduces the back-and-forth communication and significantly shortens the time it takes to resolve an issue.

When reporting an issue, please be prepared with the following information:

- Name and Name of Organization
- Business Impact and context, including any project schedules that are at risk or affected.
- Name and Link to the affected scenario
- Screenshots of the error message or issue faced.
- Brief description of how the problem occurs.

At any time, Technical Support may require further specific information pertaining to any of the above items or others that are unlisted. It is typical for technical support to ask to see these or engage customer resources to rule out any known issues.