

# CYBER RANGES

## Standard Enterprise Service Level Agreement

### Document Control

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## 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 the Standard 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.

## Availability Summary

The following table summarizes availability levels for CYBER RANGES Hosted environments.

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

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 1<sup>st</sup> day of the month to 24:00PM on the last day of the month.

## Support Service Features

The following table summarizes Support Service Features available under Standard Technical Support for CYBER RANGES.

Feature	Details
Service Hours	Monday to Friday, 9:00 AM to 5:00 PM (local time by region)
Regions Supported	Americas (UTC -5), EMEA (UTC +3), Asia Pacific (UTC +8)
Support Channels	Email support via support@cyberranges.com
Initial Response Time	Next business day response objective

## Service Hours by Region

Region	Standard Support Hours
Americas	Monday to Friday, 9:00 AM – 5:00 PM Eastern Time (UTC-5)
Europe, Middle East, Africa (EMEA)	Monday to Friday, 8:15 AM – 5:15 PM (UTC+3)
Asia Pacific	Monday to Friday, 10:00 AM – 6:00 PM Singapore Time (UTC+8)

## Response Standards

Priority	Target First Response Time	Target Resolution Time
P1 - Critical	4 hours	12 hours
P2 - HIGH	8 hours	3 business day
P3 - MEDIUM	12 hours	5 business days
P4 - LOW	1 business day	10 business days

## Support Process

### 1. Issue Reporting:

Customers may report issues by submitting a detailed request through email [support@cyberranges.com](mailto:support@cyberranges.com)

### 2. Ticket Creation:

Upon receipt, a support ticket is generated, and a case number is issued for tracking purposes.

### 3. Response Times:

CYBER RANGES aims to provide an initial response to new support tickets by the next business day. Further communication updates will follow within one business day of each update.

### 4. Information Requirements:

To facilitate rapid issue resolution, customers are encouraged to provide:

- Contact information and organization name
- Business impact and context
- Details of the affected scenario or module
- Screenshots or error messages
- Description of the issue and steps to reproduce

## Support Scope

The Standard Technical Support includes:

- Troubleshooting platform and product issues related to the SaaS deployment
- Guidance on use of the platform features and functionalities
- Assistance with bug reporting and issue escalation
- Maintenance and support during service hours as defined

## Limitations

- Support requests outside standard service hours will be addressed during the next business day
- Phone support is not provided under the Standard Technical Support
- Planned maintenance or upgrades may cause scheduled downtime, with prior notification

## Contact Information

For support requests, please use:

- Email: [support@cyberranges.com](mailto:support@cyberranges.com)
- Support Portal: <https://support.cyberranges.com>

## Summary

CYBER RANGES Standard Technical Support is designed to provide timely, effective assistance during normal business hours across key regions worldwide, ensuring customers can maximize the value and reliability of our SaaS platform.

## Definitions

For the purposes of this Agreement, the following terms shall have the meanings set forth below:

“Enterprise” – Refers to any corporate, government, or institutional customer that has entered into a contractual agreement or purchase order with CYBER RANGES for the provision of products or services.

“Hosted” – Refers to any CYBER RANGES environment deployed and operated within CYBER RANGES’ managed infrastructure, private cloud, or public cloud environment on behalf of the customer.

“Purchase Order (PO)” – Refers to the formal document issued by the Customer to CYBER RANGES confirming the purchase of products, services, or subscription access as described in a quotation or proposal. The PO constitutes contractual acceptance of the associated commercial and service terms.

“Support Plan” – Refers to the level of support services selected or contracted by the Customer (e.g., Standard or Premium), which defines the applicable service hours, response targets, and escalation procedures.

“Support Term” – Refers to the duration during which CYBER RANGES is obligated to provide support and maintenance services under the Customer’s active subscription or contract.

“Planned Downtime” – Refers to scheduled and pre-announced maintenance periods during which services may be unavailable for upgrades, patching, or infrastructure maintenance.

“App Availability” – Refers to the percentage of time the CYBER RANGES platform or service remains accessible and operational for Customer use within a given measurement period.

“Customer Environment” – Refers to the system, hardware, and network resources owned or managed by the Customer where CYBER RANGES products or services are deployed.

“Incident” – Refers to any event that causes an interruption or degradation in the performance, availability, or functionality of the CYBER RANGES platform or associated services.

“Resolution” – Refers to the restoration of service functionality to its normal operating state, which may include a permanent fix, workaround, or configuration change.

“Target First Response Time” – The maximum timeframe between when the ticket is created by the customer until it is taken and responded to by a CYBER RANGES support specialist.

“Target Resolution Time” – The maximum effective time worked on a ticket till closure. This is a counter from the opening of the ticket until the closure of it, disregarding off-work hours and weekends. It applies both to the time taken for the resolution to be developed AND the time the customer takes to respond to further questions from the CYBER RANGES support specialist if the first customer answer wasn’t satisfactory or detailed enough.