

CYBER RANGES

Premium Enterprise Service Level Agreement

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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 Premium 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.

CYBER RANGES offers a Premium Technical Support Plan designed for enterprise clients requiring enhanced responsiveness, 24/7 availability, and multi-channel support. This plan ensures continuous assistance for mission-critical environments and minimizes downtime for high-priority use cases

Support Service Features

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

Feature	Details
Service Hours	24x7x365 coverage
Initial Response Times	P1: <4hr P2: <8hr P3: <24hr P4: <48hr
Support Channels	Email, Web Portal, Phone & IM
Escalations	Available
Phone Support	Yes
Chat Support	Yes

Response Standards

CYBER RANGES categorizes issues by severity to ensure appropriate response and resolution. The following table outlines the target response and resolution times for each priority level:

Priority	Target First Response Time	Target Resolution Time
P1 - Critical	2 hours	8 hours
P2 - HIGH	4 hours	1 business day
P3 - MEDIUM	8 hours	3 business days
P4 - LOW	1 business day	7 business days

Support Process

1. Issue Reporting:

Customers may report issues by submitting a detailed request through email (support@cyberranges.com) or the dedicated customer support portal. Alternatively, in more urgent cases, customers may reach out to the Support team via the dedicated IM channel via WhatsApp using +44 7723 309334

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 Premium Technical Support includes:

- Continuous technical support with live phone and chat assistance
- Guidance on product capabilities, configuration, and installation
- Dedicated ticket management and escalation handling
- Priority-based case management and follow-ups
- Support for scenario troubleshooting, performance issues, and system behaviour
- Assistance in deploying patches, workarounds, and root cause analysis

Limitations

- **Hardware Responsibility**
CYBER RANGES shall not be responsible for hardware-related issues, failures, or incompatibilities on client-provided infrastructure. This includes servers, networking equipment, storage devices, and peripherals.
- **System Performance & Resource Allocation**
CYBER RANGES will not guarantee application performance on underpowered or misconfigured systems. Clients must ensure hardware resources meet or exceed the documented minimum system requirements.
- **Network & Connectivity Issues**
Network configuration, firewall rules, proxy settings, and VPN access for support purposes are the client's responsibility. CYBER RANGES is not liable for delays or failures caused by restricted or unstable connectivity.
- **Unsupported Changes**
Any client-initiated changes (hardware swaps, OS upgrades, patches, or third-party software installations) made without prior consultation with CYBER RANGES may void support for that system or lead to additional consulting charges.
- **Security & Access Control**
The client must maintain physical and logical access security for all on-premise systems. CYBER RANGES is not responsible for breaches, malware infections, or unauthorized access due to weak or misconfigured client security controls.
- **Remote Access Limitations**
If remote support is hindered or denied due to lack of access (e.g., no VPN or port restrictions), CYBER RANGES' ability to resolve issues may be delayed or blocked entirely.
- **Environmental Conditions**
CYBER RANGES shall not be liable for damages or service degradation resulting from poor environmental conditions such as inadequate cooling, dust, power surges, or outages.
- **Incident Scope Restriction**
CYBER RANGES' support scope is limited to troubleshooting issues directly related to its platform. Issues caused by client-side infrastructure, custom integrations, or external systems are excluded unless otherwise scoped in a professional services agreement.
- **Limited Scenario Debugging**
In cases where custom content, scenarios, or templates are created by the client, support for debugging or troubleshooting such elements is provided on a best-effort basis and may be subject to additional charges.
- **No Onsite Support Unless Contracted**
Onsite support is not included by default and must be explicitly contracted. In the absence of a separate agreement, all support is provided remotely.
- **Client Resource Requirements**
The client must assign a technically capable representative to facilitate troubleshooting, execute commands, and provide logs or system access as required.
- **Unsupported Third-Party Tools**
CYBER RANGES does not provide support for third-party software or tools installed or configured independently on the on-premises system unless pre-approved.

Support Channels

For support requests, please use:

- Email: support@cyberranges.com
- Support Portal: <https://support.cyberranges.com>
- Phone & Chat: WhatsApp Support Channel - +44 7723 309334
- Note: Always reference the ticket number in subject lines for faster handling

Summary

CYBER RANGES Premium Technical Support Plan delivers high-touch service, real-time engagement, and enterprise-grade availability for critical operations. This plan is ideal for clients who require 24/7 assistance, rapid resolutions, and elevated issue handling protocols.

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.