

**EXHIBIT B TO SAAS AGREEMENT
SUPPORT SERVICES**

1. DEFINITIONS.

- 1.1 “Business Day”** means 7:00 a.m. to 6:00 p.m. Mountain Time, Monday through Friday excluding LogRhythm holidays, which are posted on LogRhythm’s Customer portal.
- 1.2 “Enhanced Support Services”** means optional 24/7 Support Services, subject to the payment of any required additional fees; for purposes of Enhanced Support Services, “Business Day” means 24/7.
- 1.3 “Resolution”** means a modification or workaround to the Supported Program implemented by LogRhythm and/or Documentation and/or other information provided by LogRhythm to Customer intended to resolve or mitigate an Error.
- 1.4 “Support Case”** means a request from Customer for assistance which Customer may submit to LogRhythm via the telephone, LogRhythm’s Customer web portal or via email to LogRhythm’s Support Services.
- 1.5 “Support Hour”** means an hour during a Business Day.
- 1.6 “Supported Program”** means a supported version of the Software used to provide the Services.
- 1.7 “Update Release”** means subsequent minor releases of the Software, and knowledge base content that LogRhythm generally makes available to Services customers at no additional fee. The update/minor version is indicated by the second number in the software version name. Updates shall not include any option or future product which LogRhythm licenses separately from the existing Product for an additional fee.
- 1.8 “Upgrade Release”** means subsequent major releases of the Software that LogRhythm generally makes available for Services Customers at no additional fee. The upgrade/major version is indicated by the first number in the software version name.

2. SUPPORT SERVICES PROVIDED.

2.1 Technical Support. LogRhythm shall provide technical support to the designated users during the Business Day. Support Services are provided in English and shall be provided remotely at LogRhythm’s principal place of business unless mutually agreed to by the parties. A Support Case response may include the following:

- (a) Assistance in identifying and verifying the causes of suspected Errors in the Software or Cloud Services;
- (b) Advice on bypassing identified Errors in the Software or Cloud Services, if reasonably possible;
- (c) Assistance in troubleshooting and identifying LogRhythm Hardware-related problems.

2.2 Target Response Times. LogRhythm shall respond to new Support Cases within the following period following LogRhythm receipt of the Support Case from Customer:

11x5 Standard Support		
Severity	Time	ITR (Hours)
High	11x5	4
Medium	11x5	4
Low	11x5	4
24x7 Standard Support		
Severity	Time	ITR (Hours)
High	24X7	4
Medium	24x7	4
Low	24x7	4

Ticket Severity: LogRhythm classifies tickets per the following categories:

<i>High</i> – System is severely degraded such that a major component or feature is inaccessible or inoperable.
<i>Medium</i> – A System component or feature is degraded.

Low – System is functional with a minor defect or Customer has general question or is requesting configuration change information.

2.3 LogRhythm Community Site. LogRhythm maintains a support site containing product manuals and additional support related information (e.g., FAQ's, Knowledge Base). Customer shall be provided 24/7 access to the Community Site.

2.4 Support Cases. Each Support Case will be assigned a case number. Customer must provide the number when providing communications to LogRhythm regarding the Support Case.

2.5 Exceptions. LogRhythm shall have no responsibility under this Agreement to fix any Errors arising out of or related to the following causes: (a) Customer's modification or combination of the Supported Program (in whole or in part); (b) use of the Supported Program in conflict with the Documentation; or (c) Errors related to non-LogRhythm provided hardware or internet access. Any corrections performed by LogRhythm for such Errors shall be made, in LogRhythm's reasonable discretion, at LogRhythm's then-current time and material charges.

3. SOFTWARE SUPPORT.

3.1 Updates. Updates for the Supported Programs will be implemented by LogRhythm as and when developed for general release in LogRhythm's sole discretion.

3.2 Upgrades. Upgrades for the Supported Programs may be implemented by LogRhythm as and when developed for general release in LogRhythm's sole discretion.

3.3 Knowledge Base Updates. Customer may access knowledge base updates at no additional cost.

3.4 Modification of Support. LogRhythm reserves the right to modify its Support Services offering at any time, by providing notice to its customers, which may include notice via publication on LogRhythm's Support Services portal, provided that such Support Services modifications shall not take effect until the commencement of the next Renewal Term.

4. CUSTOMER RESPONSIBILITIES.

4.1 Supervision and Management. Customer is responsible for undertaking the proper supervision, control and management of its use of the Supported Programs, including, but not limited to: (a) assuring Customer's proper access to Supported Environment and Supported Programs; and (b) following industry standard procedures for the security of data, accuracy of input and output, and back-up plans, including restart and recovery in the event of hardware or software error or malfunction.

4.2 Training. Customer is responsible for ensuring that all appropriate personnel are trained and familiar with the operation and use of the Supported Programs.

4.3 Designated Users. Customer shall designate a reasonable number of individuals to serve as the designated users with LogRhythm for the Support Services provided hereunder. To receive notification of any new information about implemented Updates or Upgrades made available from LogRhythm, Customer must subscribe to the LogRhythm user forums.

4.4 Access to Personnel and Equipment. Customer shall provide LogRhythm with access to Customer's personnel and, at Customer's discretion, its equipment. LogRhythm shall, to the best of its ability, provide Support Services to Customer in accordance with Customer's internal security and/or network access policies. If Customer requests Support Services for an Error that requires remote access to Customer's systems, and Customer is unable to provide such access, then Customer may elect to pay LogRhythm additional Support Services Fees and Expenses incurred for onsite Support Services. If Customer does not wish to pay for such onsite Support Services, LogRhythm's obligation to provide any Resolution for the Error shall be excused.

4.5 Customer Introduced Third-Party Software. LogRhythm is not responsible for the functionality of any third-party software.