

## CrowdStrike Technical Support Policy For Humio Self Hosted Product

1. **Agreement.** This technical support and maintenance policy (the “Tech Support Policy”) is subject to the CrowdStrike Terms and Conditions for Humio Self-Hosted Product found here: <https://www.crowdstrike.com/terms-conditions/humio-self-hosted/> and describes the maintenance and support provided to Customers of the Humio Self Hosted Product. All capitalized terms used but not defined herein shall have the meaning provided in the Terms and Conditions.
  
2. **Access to CrowdStrike.** CrowdStrike will provide Customer with product support as described herein, subject to the obligations set forth herein, during Business Hours. Support requests must be initiated via CrowdStrike’s Humio customer support portal (support.humio.com) in order to be given a P1 – P3 priority response. Requests by email (i.e., not submitted via the support portal) are responded to on an as-available basis.
  
3. **Updates and New Versions.** For so long as Customer is timely in the performance of its obligations under the Agreement and these Tech Support Policy terms, and has paid directly or via a reseller to CrowdStrike the corresponding Product fees, CrowdStrike shall provide Customer with access to Updates and New Versions of the Product when and if made generally available to customers by CrowdStrike. Customer shall use commercially reasonable efforts to install Updates and to Upgrade the Product as soon as reasonably practicable after CrowdStrike makes them available to Customer. Customer understands and agrees that CrowdStrike is not responsible for breaches of any warranty, or vulnerabilities or security flaws, in the Product if Customer fails to install or apply an Update or move to the latest New Version.
  
4. **Request for Error Resolution.** All requests by Customer for Error resolution will be logged after which CrowdStrike will perform an initial diagnosis and determine as far as reasonably practical the source of any problem which may have led to the support request. CrowdStrike will respond to Errors according to the priority levels, and support levels specified in the table below. CrowdStrike will determine, in its sole discretion, the applicable priority and all response times shall commence at the beginning of the next business day for requests for problem resolution that are logged during non-business hours. An incident will not be classified as an Error if (a) the relevant Product is not used for its intended purpose; (b) the incident is caused by Customer’s or a third party’s software or equipment (except to the extent CrowdStrike has incorporated or packaged such third party’s software or equipment in or with the Product; or (c) the version of the Product on which the Error has purportedly occurred is not the most current version of such Product made available to Customer under this Agreement.

		Standard	Express, Essential, and Elite
Priority	Description	Initial Response and Follow-Up Times <sup>†</sup>	
P1	The Product is entirely inaccessible, or unable to perform critical functions that has a serious impact on normal use.	1 hour (24x7); hourly follow-up	1 hour (24x7); hourly follow-up
P2	The Product is operational but one or more important features is unavailable.	4 hours; every 8 hours follow-up	4 hours; every 8 hours follow-up
P3	Questions about the general behavior of the Product or feature requests.	Next Business Day with follow-up Next Business Day	4 hours; Next Business Day follow-up

*† For any P1 or P2 issue, there must be a designated Customer employee available by phone with necessary access to assist in troubleshooting. If such an employee is not available, CrowdStrike and the customer will mutually agree on a timeframe for updates.*

5. **Support Level Descriptions.**

Standard Support. Bundled free with all Humio Product subscriptions. Standard Support includes access to the support portal and standard troubleshooting and technical assistance.

Express Support. Express Support provides everything included in Standard Support, plus prioritized case handling, quarterly reports, access to premium knowledge content including videos and webinars, prioritized defect handling, and access to a team of Technical Account Managers (TAMs) who will provide case escalation, and deployment advice.

Essential Support. Essential Support provides everything included in Express support, plus 30 days of onboarding support, scheduled periodic meetings (as appropriate, but with a maximum of one meeting per week), and proactive case management provided by TAMs (as appropriate, including case prioritization review, high priority issue monitoring, and case review outreach).

Elite Support. Elite Support builds on CrowdStrike Essential Support and adds a named TAM, weekly scheduled meetings, on-site visits (where appropriate, with a maximum of 4 times in any 12-month period), access to the product management team, and custom reports.

6. **Bug Fixing.** CrowdStrike will investigate incident reports concerning suspected problems with Product provided that (a) Customer sends CrowdStrike a written report, which includes evidence of the suspected Error, and (b) the incident can be reproduced or reasonably confirmed by CrowdStrike. CrowdStrike will use commercially reasonable efforts to promptly correct the Error or provide a workaround to permit Customer to use the Product substantially in conformance with the applicable Documentation. Should an Error not be resolved within a reasonable period given the severity of the Error or for bugs that require further investigation, the procedures set forth in Section 7 below shall be invoked to engage the appropriate resources.

7. **Escalation Procedures.** With regard to Errors submitted to Escalation Procedures, an action plan will be developed by the CrowdStrike support team and communicated to Customer. When an escalated Error has been resolved, the request for assistance will be considered closed. An Error will not be considered resolved until one of the following activities has been completed:

- (a) a resolution to the problem is obtained to Customer's reasonable satisfaction;
- (b) a computer software code change in the form of a patch or a new revision that corrects the Error without causing additional problems has been made available to Customer;
- (c) a workaround is made available to Customer;
- (d) an engineering commitment is made to correct the problem in a future release of the Product; or
- (e) CrowdStrike determines there is no Error (i.e., the problem is not within CrowdStrike's control to correct).

8. **Excluded Services.** CrowdStrike shall not be obligated to fix any Error or problem:

- (a) where the Product is not used for its intended purpose; or
- (b) where the Product has been altered, damaged, modified or incorporated into other software in a manner not approved by CrowdStrike; or

- (c) where the Product is a release that is no longer supported by CrowdStrike; or
- (d) where the Error or problem is with respect to a Deprecated Version; or
- (e) which is caused by Customer's or a third party's software or equipment or by Customer's negligence, abuse, misapplication, or use of the Product other than as specified in the Documentation; or
- (f) which would be resolved by the Customer using an available Update or New Version of the Product or by adding hardware.

If CrowdStrike determines that it has no obligation to fix the reported incident for one of the reasons stated above, the parties may enter into a separate agreement authorizing CrowdStrike to provide additional services at CrowdStrike's then-current professional services rates plus expenses.

9. **Subscription/OrderTerm; Termination.** Subject to the terms and conditions set forth herein and the Agreement, and payment by Customer of the corresponding fees, technical support and maintenance shall be provided to Customer during the Subscription/Order Term.
10. **Fees.** In consideration of CrowdStrike's provision of technical support and maintenance as set forth above, Customer agrees to pay to CrowdStrike the applicable fees set forth in the corresponding Order, or at CrowdStrike's then current rates for any additional products that may be ordered from time to time.
11. **End of Life Policy.** Customer acknowledges that CrowdStrike may add, remove, or modify features and functionality based on market demand and technological innovation, including, but not limited to, offering the Product as a cloud service. Accordingly, CrowdStrike may, in its sole discretion, cease to provide new licenses of the Product or support existing licenses of the Product. CrowdStrike will use commercially reasonable efforts to provide Customer at least twelve months written notice (such notice to be provided through CrowdStrike's support portal or email) to Customer prior to discontinuing Updates to the then-current version of the Product.

12. **Definitions**

	US Support Region	EU Support Region
<b>Business Hours</b>	Monday through Friday 8:00 am – 8:00 pm EST/EDT	Monday through Friday 8:00 am – 5:00 pm CET/CEST
<b>Designated Holidays</b>	<ul style="list-style-type: none"> <li>• New Year's Day</li> <li>• Martin Luther King, Jr</li> <li>• Memorial Day</li> <li>• Independence Day</li> <li>• Labor Day</li> <li>• Columbus Day</li> <li>• Veteran's Day</li> <li>• Thanksgiving Day</li> <li>• Day after Thanksgiving</li> <li>• Christmas Day</li> </ul>	<ul style="list-style-type: none"> <li>• New Year's Day</li> <li>• Maundy Thursday</li> <li>• Good Friday</li> <li>• Easter Monday</li> <li>• UK Early May Bank Holiday</li> <li>• DK Prayer Day</li> <li>• UK Spring Bank Holiday</li> <li>• DK Ascension Day</li> <li>• DK Constitution Day</li> <li>• DK Whit Monday</li> <li>• UK Summer Bank Holiday</li> <li>• Christmas Eve</li> <li>• Christmas Day</li> <li>• Boxing Day</li> </ul>

**"Business Hours"** are Monday through Friday, excluding designated CrowdStrike company holidays,

according to the applicable support region.

**Deprecated Version** means a Version of the Product that is no longer supported by CrowdStrike. A Deprecated Version is any Version of the Product other than the then current and the two immediately prior Versions of the Product, as determined by CrowdStrike in its sole discretion.

**New Version** means a release of a Product or component thereof that implements a fundamental change in the software system philosophy and/or the software architecture, as determined by CrowdStrike in its sole discretion, typically identified by a change in the digit to the left of the decimal point of the product numbering convention (x.x) (e.g., Product 3.0 to Product 4.0).

**Updates** means a change to the current version of a Product or a component thereof, made available from time to time on an as available basis, that does not constitute a New Version, as determined by CrowdStrike in its sole discretion. An Update may include, without limitation, bug fixes, enhancements to the capability of an already partially supported feature or changes in the number, type, and/or specification of the supported platform(s), and is typically identified by a change in the digit to the right of the decimal point of the product numbering convention (x.x) (e.g., Product 3.1 to Product 3.2).

**Upgrade** means a migration by an existing Customer to a New Version.

**Version** means either an Update or a New Version.