

senhasegura Support Policy

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Purpose of this document

Introduce the support policy to the end customer.

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1. Introduction

This document provides customers and partners an overview of the services provided to you by the senhasegura Technical Support team. You'll find:

- The Main channels available to you to contact the senhasegura's Technical Support;
- Available resources we offer you to resolve any technical issues;
- How senhasegura classifies and handles support cases;
- Learn other available services we offer to increase your experience during the PAM adoption process.

2. Who has access to senhasegura Technical Support

The senhasegura products generate digital sovereignty by protecting our customers' most sensitive assets. It is very important for customers and partners to follow **senhasegura's** guidelines on how to install and configure **senhasegura** to achieve greater resiliency, availability, and security.

Only customers under a valid support contract are authorized to work with senhasegura's Technical Support. **For partners/distributors providing services to customers "senhasegura Pam Core certification" is required** in order to become an authorized professional to work with senhasegura's Support team. Partner organizations, please send an email to Partner Help (partnerhelp@senhasegura.com) for more information regarding the **senhasegura certification**.

3. Knowledge database

We request that our customers/partners make an acceptable effort to use the information available from our online knowledge database, and to diagnose and/or resolve an issue before seeking Technical Support services.

Online Help Center (preferred)

docs.senhasegura.io

Learn how to install, configure, manage and use the senhasegura solution.

Community

community.senhasegura.io

Articles and information on the use of senhasegura, as well as the possibility of interacting with the user community!

senhasegura Short

d.senhasegura.io/shorts

Short videos such as cookbooks to know how to manage and troubleshoot senhasegura products, it is a simple way to get faster information.

Click on the link above and join us.

4. Definitions

For the purposes of this document the terms below are considered to mean the following.

Contract Period: The support starts on the date of contracting the system, being renewed for annual periods on the same day and month, as long as they are contracted with due advance;

Notification: The action was taken by persons authorized by the Customer requesting some action to the senhasegura support team;

Technical Support Case Classification: Index that classifies the Contractor's operating difficulties in using senhasegura;

Working hours: Office hours or availability of senhasegura professionals to receive notifications;

Start of service: The moment in which senhasegura began to service in response to a notification from the Customer;

Business hours: 9 am to 7 pm (Brasilia Standard Time) ("Business Hours") on weekdays (Monday to Friday, not including local (City of São Paulo), state or national holidays);

Defect: This is a reproducible condition where senhasegura did not work as intended in the user manual;

Defect correction: It is any modification, repair, replacement or update of senhasegura to resolve an adverse effect of operation.

Support official Languages: senhasegura Technical Support provides support in Portuguese (PT-BR) and English. If you are needing assistance in a local language, we encourage working with one of our global partners.

5. Scope of Support Services

5.1. Contracting plans

The senhasegura support can be hired in three ways regarding the availability of the service.

Standard 8x5 Remote service during business hours of working days of the city of São Paulo. Office hours from 09:00 AM to 7.00 PM. São Paulo public, national, state, or municipal holidays are not counted as business days.

Advanced 24x7* Includes Standard 8x5 Remote Attendance, but is extended by Support for **Urgent issues** that meets any day and time, 24 hours a day, seven days a week.

Premier Support * Includes 24x7 Advanced Remote Attendance features, faster response times and the professional's services below:

- Direct access to Senior Engineer for type "Urgent" and "High" criticality tickets.
- 1 Assisted upgrade per year (24x7)
- Support to incident response for ransomware attack two days with two dedicated engineers.

* In Advanced 24x7 and Premier Support plan, the actions taken are aimed at system restoration and recovery from critical failures. Non-critical requests will be answered during business hours.

Note: Support focuses on troubleshooting for "Urgent level" and resolving product issues.

if you need advice on product installation and usage, we may refer you to our training and professional services or suggest one of our worldwide partners authorized. We offer online product training and professional services, you will see it below.

5.2. Contract period

The first support contract starts on the date of signing the contract with **senhasegura**, and ends the day before the same day of the same month the following year for one-year contracts, or subsequent years for more than one-year contracts.

5.3. Contract renewal

The contract may be renewed at the end of the current agreement or renegotiated in the purchase of more **senhasegura** modules or increased device or user quantity.

5.4. Scope items

The support services to be provided by **senhasegura** to the Contractor that are included in the support contract may be of the following types:

Clarifications: Providing information regarding the use of **senhasegura** functions or their installation.

Error or defect correction: Correction of **senhasegura** software, to make it work as indicated in the User Manual.

senhasegura PAM Crypto Appliance repair: Fixing and repair of appliances in case of malfunction.

In cases of different than expected operation, the customer should highlight the problem to support and be able to reproduce it so that the support analyst can assist you as quickly as possible.

5.5. Items out of scope

The following items are not within the scope of support services (some of them may be purchased as Professional services, **check the Professional services section**):

Support activities for new installations, subsequent to those performed for the first entry into production of **senhasegura**;

- Uses of or changes that were not explicitly authorized by **senhasegura** or were in violation of **senhasegura** End User License Agreement (EULA)
- Software Upgrade (Professional Services Available)
- Execution of configuration activities; (Professional Services Available)
- Monitoring of configuration activities.
- Data migration; (Professional services Available)
- Environment testing; (Professional services Available)
- Integration tests; (Professional services Available)
- Training; (Professional services Available)
- Software changes to incorporate improvements of any kind. Improvements, when suggested by the customer/partner, will be reviewed and if found to be of interest to the general use of **senhasegura**, may be incorporated at the sole discretion of **senhasegura** and at times defined solely by **senhasegura**.
- Implementation services for new equipment purchased or implemented by the Contractor;
- Support does not cover help to re-establish situations caused by error by the contractor or their equipment.
- In-person visits not contracted (Professional services Available)
- Audit data collection
- Execution of queries with direct database access
- Other items not described in the scope of support functions
- Maintenance of Testing Environment. (Professional Services Available)
- Use support to mitigate a lack of trained personnel at their site or for professional service type engagements

6. Criticality

When classifying the severity level of support cases, senhasegura always considers the level of accessibility customers have to access the resources under the protection of our product running in production. Therefore, the severity of support cases is divided into four categories:

C1 - Urgent: A down situation, where a customer organization is unable to do production work, and a work-around is not available.

Examples of support cases as Urgent:

- Users are not able to log in to retrieve credentials or establish privileged sessions due to a failure in senhasegura PAM server;
- Users are not able to establish privileged sessions, and there is no other way to access managed devices
- A critical business process for the customer is stopped, resulting in significant financial losses
- System down for all API calls OR A business-critical application is not operational because it cannot retrieve its credentials

C2 - High: Inability to access a critical session or password. A major function is unusable and no work-around is available, but the customer is able to do some production work;

Examples of support cases as High:

- Loss of Redundancy
- Performance issue that allows the users to perform their duties;
- Major intermittent issues that correct themselves without intervention

C3 - Medium: Partial unavailability of functions or performance degradation, without preventing the use of **senhasegura**;

If there is a loss of a function or resource that does not seriously affect Customer's operations or schedules, we will assign it a Medium criticality. Most problems will fall in this category. In addition, after an immediate Urgent or High issue is resolved, we will conduct root cause analysis with Medium priority.

Examples of Medium priority issues are:

- Individual user login issues;
- Issues related to setting up a new functionality
- Investigation of error messages
- Small portion of users is not able to access the application;
- Unexpected responses to individual API calls.

C4 - Low: Effects other than those categorized above and clarifications. Informational requests;

The criticality of an occurrence, reported by the Contractor, may be changed by **senhasegura** in the event that clarifications have been provided and a change in its impact has been identified.

7. How to Submit a Support Request

Customers with a senhasegura product that has a valid maintenance contract have access to our Technical Support services through different channels listed below. Regardless of how a support request is initiated, all cases will be triaged on submission to ensure you receive assistance from the appropriate product specialist.

Partners under a valid partnership contract and having certified professional are authorized to use the following channels as well:



Online PAM Solution Center (preferred)

support.senhasegura.com

Secure channel available 24/7 for ticket submit and links to technical documentation.



Phone (preferred for Urgent system down issues)

Brazil +55 11 3069-3930

EMEA/APAC/AMER +55 11 3069-3932

7.1. How to Submit a Feature request ticket

If you are interested in sharing with us your ideas about making the product even more adherent to the most diverse use cases related to managing Privileged Credentials, we encourage you to access our channel to submit a new idea as a feature request or product enhancement to our Engineering team. We believe that the voice of the customer is essential for us to build a brand that is increasingly aligned with the needs of the market.



Online Feature Request

<https://senhasegura.com/suggestions/>

Let the product team know what ideas you have and they will come up with the best solution

7.2. How to get access to available portals

Partners/Distributors - If you already have a partnership contract and have not received your access to our portals, send an e-mail to "affinity@senhasegura.com" describing the Username, Company's name, corporate email account, and phone number. Our Partners program will receive your request, validate, and provide access.

You may request access to:

- Affinity portal (Partners Portal) - affinity.senhasegura.io
- Pam Solution Center (Support Portal) - support.senhasegura.com

Customers - If there's no focal point designated during the Purchase Order process, you should send an email to "escalationlist@senhasegura.com" requesting access to the authorized technical analyst describing the Name, Email, Phone Number. Our support team will validate your request and provide access.

If the contact of the customer focal point was declared in Purchase Order, the access will be created automatically, and the user will receive an email to activate their account. If not receive the activation email, please let us know by sending an email to escalationlist@senhasegura.com.

If already exists at least one active user on our support portal, this user must open a ticket requesting us to create other authorized users.



7.3. Means of notification

Occurrences noticed by the Contractor's personnel must be notified to the **senhasegura** service portal.

Notification should be made clearly and with identification of users, credentials, services and servers associated with the problem and when it is possible, with evidence.

Warning! In case of critical problems to be solved with in Advanced 24x7 plan, the notification is exclusively by telephone.

The following table shows how to notify occurrences due to the type of Support contract and the criticality of the occurrence.

Criticality	Mean of notification
C1 - Urgent	 (Formalized through Support portal)
C2 - High	 (Formalized through Support portal)
C3 - Medium	Through Support portal
C4 - Low	Through Support portal

*senhasegura will not guarantee "Severity Urgent" response times for any cases opened via email or the portal without a call

7.4. Authorized persons

Access to the **senhasegura** support platform will be limited to some users within the Contractor.

Users with such access should be enabled by the **senhasegura** administrators in order to profit the most of the information passed by the **senhasegura** support.

Adding users to the support platform will always be through a ticket opened by the contractor requesting and authorizing access of a new responsible.

All users with access to the tool will be able to open tickets, request and authorize services.

For security reasons, requests outside the support platform will not be accepted.

7.5. Notification Quality

All error notifications or usage difficulties should be made by qualified personnel who are able to operate the **senhasegura** solution, so that the support-user conversation is productive.

The requesting user should be able to reproduce error conditions and explain in detail the conditions where the situation occurs, so that support service can be more effective.

7.6. Notification Details

When notifying an occurrence the Contractor shall inform:

1. Criticality of the occurrence in their interpretation;
2. A description of the commands and procedures that the error occurs;
3. Specification of the software version in question;
4. Brief description of the defect indicating the result obtained and the expected result;
5. Circumstances related to the discovery of the defect;

Remark:

If the support agent provides any instruction or indicates any mitigating action, the criticality of the ticket may be changed from the notified and the Contractor will be notified.

7.7. Technical Response - What to expect

You will receive a response to your case within the response times specified for the case's priority.

The response may include:

- ✓ The information you requested or an answer to your question.
- ✓ A link to documentation or knowledge base article.
- ✓ An explanation of a feature to help you to understand how it works.
- ✓ A software upgrade instruction to fix your case
- ✓ A confirmation that the issue you reported is a known issue, and whether a product fix is planned, or workarounds are available
- ✓ A request for additional information, such as:
 - a. Additional details or specific tests to isolate the problem;
 - b. Instructions for generating logs to troubleshooting;
- ✓ A request to join a session with a senhasegura's Technical Support Engineer to further troubleshoot the issue (remote sessions may be limited to 30 minutes, be punctual, and having all access to reproduce your case is so important, be prepared to give all the info requested by the specialist)
- ✓ Some resolution options from which you can choose

7.8. Case Resolution

Cases will be closed and considered resolved when one of the following criteria is met:

- ✓ The requester closes the case in the customer portal or confirm that it is resolved.
- ✓ Automatically after 10 business day when we believe the case is resolved but you do not confirm.
- ✓ Automatically after 15 business days when we have requested additional details or logs, but we have not received them.

7.9. Service portal notifications

In notifications sent by the portal, the service time counts from the first hour of the business day following receipt of the ticket, if it occurs outside business hours, even for the S-24x7 support mode.

Remarks:

Tickets opened through the support portal are monitored only during **senhasegura** business hours, as clarified previously.

8. Technical Support Service Level Agreements (SLAs)

The **senhasegura** Standard SLA has the following times, depending on the criticality of the ticket:

Criticality	Response Time		
	Standard 8x5	Support 24x7	Premier Support 24x7 *
Urgent	2 Hour	1 Hour	30 min
High	4 business hours	2 business hours	1 Business hour
Medium	8 business hours	8 business hours	8 Business hours
Low	18 business hours	18 business hours	12 Business hours

**all professional services included on Premier Support 24x7 must be scheduled through the support portal*

9. Software issue Notification

Whenever a software issue is identified by the manufacturer, the customer will be notified of the issue, temporary palliative solution and definitive correction.

In this case the customer must use a palliative solution to ensure that the problem does not affect the use of the system.

10. Non-compatibility of integrated platforms

senhasegura has a list of integrated platforms and some supported integration standards. Whenever integration with a non-compliant system is required, it is up to senhasegura to assess the feasibility of integration and relevance to the product. If it is understood that it is relevant, a date of free choice of senhasegura can be set for this integration.

11. Software Updates

Whenever a new software release version is available, customers will be notified via ticket.

The customer will be responsible for scheduling and performing the software update, respecting the company's change management policies.

12. Obligations

12.1. From the contractor

The contractor shall cooperate with senhasegura in respect of any Support Services, including, without limitation, providing as much detail as possible regarding reported defects, and taking all reasonable steps requested by senhasegura in order to detect and provide further information regarding every defect. The contractor shall ensure the readiness of his equipment (hardware located in the premises where senhasegura is installed and operated), computerized systems, environment and personnel for the operation of the senhasegura, and shall ensure adequate conditions to enable senhasegura to meet its obligations. Pursuant to this document, including without limitation:

- Allow senhasegura to remotely access software;
- Ensure the availability of contractor personnel required for the operation of senhasegura;
- Comply with reasonable senhasegura administrative requirements;
- Provide senhasegura or their representatives, with the on-demand consent and follow-up of employees authorized by the contractor, remote control access to the server where the senhasegura are installed.
- Have network information, access and other pertinent information to solve the problem. The lack of this information will impact the solution time without penalty for senhasegura.

- In cases of preventive maintenance there may be unavailability of the system. Contractor must provide for the possibility of technical shutdowns for periods of at least one hour per month.
- If required by **senhasegura**, the contractor shall grant such access to information, the premise, the Equipment as necessary or appropriate for **senhasegura** to perform its Support Services

12.2.

From MT4

senhasegura shall use commercially reasonable efforts to provide assessment and advice to the Contractor, either directly by telephone or by email. Answers will be given to questions about the use of the Software and its installation, configuration and Documentation. In addition, general advice will be given depending on the notifications received. The sending and processing of email queries will be subject to guidelines that may be made available from time to time by **senhasegura**.

13. Professional Services under contract

To increase the experience of PAM adoption we've created some professional services focused on customers' needs to help the companies achieve the best results.

These services are not part of the scope of support but may be contracted on demand by the customer.

Activities outside the scope of support are important for our customers to focus on their business and have the best **senhasegura** operation possible.

The services are available at certified professional rates that are available to the client for a period of 1 or more days, as requested by the client.

It is important that all facilities for professional activity are available so that your company can profit professional time as best as possible to avoid having to purchase additional daily rates.

Below is a list of professional services with estimated time frames. If more time is required due to internal customer demands, it may be necessary to purchase new rates to conclude the service.

Activity	Description
Master Key Ceremony	This consists of resetting and resetting the master key, as well as setting the file generation in the specified directories
PAM Crypto Appliance Password Maintenance	Consists of troubleshooting issues related to appliance root passwords, senhasegura security database, and others.
HA testing	Consists of validating the operation of HA by shutting down one of the servers in a controlled manner and validating its functions being assumed by the second. It also contemplates the return of HA when the same day.
DR Testing	It consists in validating the functioning of the DR, disabling one of the sites in a controlled manner and validating its functions being assumed by the second site manually. It also contemplates the return of the DR in another date.
Restore from Database	Whether in the production environment or the testing environment, restoration consists of importing data from a database backup file in another senhasegura instance.
Registration of Credentials and Equipment	As long as they are listed in excel spreadsheet with their IPs and hostnames. The overturns that will fit within the contracted period will be performed.
Assisted Configurations	The values vary depending on the complexity of the configuration, but the minimum amount of hours specified next applies. Mainly valid for Access Groups, Password Policies, etc.
Assisted Update	Consists of a designated engineer will be responsible for planning and performing the software version update according to the change management policies from the customer.
Administrator Training	Purpose The administrator training course of the senhasegura solution has

	<p>the purpose to capacitate the professionals involved with process related to the use of senhasegura solution.</p> <p>It is intended to The target audience of the course is the client's professionals that will operate and manage senhasegura solution and execute the installation activities, operations, support and problems solutions of senhasegura</p>
User Training	<p>Purpose The user training course of the senhasegura solution has the purpose to capacitate the professionals involved with process related to the use of senhasegura solution.</p> <p>It is intended to The target audience of the course is the client's professionals that will perform the operations through senhasegura solution like an end user</p>
Customized Password change Templates	<p>If the customer needs a deep approach about creating change passwords templates a specialist will be designated to needs understanding and help to create a custom setting to integrate with any kind of vendors (if an available method exists).</p>
Health check	<p>Consists of checking customer senhasegura appliances are working with PAM Best practices and suggesting changes to explore the maximum potential of the senhasegura products.</p>
senhasegura Deployment	<p>Work hand-in-hand with the senhasegura Professional services team to ensure a successful deployment of senhasegura products. senhasegura will assist your team in each phase of a successful implementation, including Project planning kickoff call, installation of your appliance(s), set up based on security best practices, and configuration of some of your specific use cases.</p>

14. Professional Services prices

The prices of each daily period will be presented at the time of hiring, according to the amount practiced at the time.

The daily rates are always based on a period of 8 hours of remote access or in person, for business hours in São Paulo city. All professional services listed are performed by remote access tools according to customer preferences.

For presential services outside São Paulo city, additional logistics costs are required. For service outside business hours, there is an increase in value for non-business hours