

	“SCOPE OF SERVICES” STANDARD SUPPORT SERVICE PLAN
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This attachment describes SSH’s **Standard Support Service Plan** (“Support Service Plan”) and the responsibilities thereof subject to the terms of the SSH’s Standard Service Terms and Conditions, or any other written service agreement entered by and between SSH Communications Security Corp or any of its Affiliates and the Licensee.

1. DEFINITIONS

“Affiliates” mean SSH Communications Security, Inc., SSH Communications K.K. and SSH Operations Ltd.

“First Response Time” means the time elapsed from the Licensee’s support request submitted to Support Facility (defined in Section 2.1.1 below) through web until the support engineer will commence working on the case. It is not the expected resolution time.

“Business Day” means eight (8) Business Hours. For example one business day is the time between Friday 2pm and Monday 2pm.

“Business Hours” means normal office hours from Monday to Friday either between 09:00 – 17:00 EET excluding Finnish public holidays, or 09:00 am EST – 05:00 pm PST excluding US public holidays, at the Licensee’s option. “Knowledge Base” means a comprehensive source for solving any support issues that the Licensee may have before contacting the Licensor’s Support Facility.

“License Agreement” means a separate written agreement signed by and between Licensor or any of the Affiliate and the Licensee regarding the licensing of the Products.

“Licensee” means you as the person or legal entity who has agreed to purchase from the Licensor SSH’s Standard Support Service Plan.

“Licensor” means SSH Communications Security Corp.

“Product(s)” means SSH Tectia software product(s) license by the Licensor to the Licensee under the License Agreement or subject to the respective SSH Tectia click-wrap End-User License Agreement.

“Term” means 12 month period after the date of purchasing this SSH’s Standard Support Service Plan and any subsequent purchased 12 months periods thereafter

2. STANDARD SUPPORT SERVICE PLAN

2.1 Technical Support Services

The Technical Support Services shall comprise the following services:

2.1.1 Support Facility

2.1.1.1 The Support Facility shall comprise consultation services to the Product(s) as follows:

- Web support from Monday-Friday 09:00-17:00 EET, excluding Finnish public holidays or 09:00am EST-05:00pm PST, excluding US public holidays at Licensee’s option..
- Max two (2) technical customer contacts with a user account in the support system
- Access to restricted support website for the Knowledge Base, the FAQs, and for submitting support requests.

2.1.1.2 The Support Facility services provided to the Licensee shall not exceed the total amount of twenty-five (25) person hours in each Term of this SSH’s Standard Support Service Plan.

2.1.1.3 The Licensor provides the Support Facility for the current and one (1) preceding Upgrade or Update Release for one (1) year after the general availability date of the respective Release, or till issue of the next Upgrade or Update Release, whichever comes later.

2.1.1.4 Prior contacting to the Licensor, the Licensee should

- Check the Documentation, release notes and online help
- Search the Knowledge Base for solved cases
- Verify whether the issue has been solved in the newer Release

2.1.2 Error Correction Facility

2.1.2.1 The Licensor shall attempt to correct errors in the Product(s) (“Error”) reported by the Licensee according to this Section (“Error Report”) when such Errors can be reproduced by the Licensor on its equipment.

2.1.2.2 The Licensee shall inform the Licensor of an Error by a written report in electronic format including the following information (“Error Report”):

- (i) Version number of the Product(s) and operating system used;
- (ii) Detailed description of the Error;
- (iii) Instructions on how to reproduce the Error, if applicable;
- (iv) Debug logs and/or configuration files, if applicable;
- (v) Any other necessary and/or useful information relating to locating the reported Error; and
- (vi) The Licensee’s view on the Severity Class of the reported Error.

2.1.2.3 Severity Classification

- **Critical.** A Critical error completely prohibits the Licensee from using the Product as well as an information security problem that significantly degrades

the information security functionality of the Product. Business operations are halted, affecting mission critical applications. A temporary workaround is not possible.

- **Severe.** A Severe error prohibits the Licensee from using one or more of the main functionalities of the Product as well as an information security problem that is not classified as Critical. Business operations are seriously affected, but operational on a limited basis. A temporary workaround may be possible and is acceptable.
- **Minor Impact.** A Minor Impact error (default value) limits the functionality of the Product, but has minimal impact on development or production. Operations can continue before requiring escalation. A temporary workaround may be possible and is acceptable.
- **Enhancement.** Enhancement means an issue that does not affect the intended operation or functionality of the Product and is a general question or a feature request.

2.1.2.4 The Licensor shall after receiving the Error Report inspect the Error and if confirmed as an actual Error confirm the Error as well as its Severity Class to the Licensee in writing by Email (“Confirmation”) and thereafter attempt to repair the Error (“Repair”) without additional cost to the Licensee. However, the Licensor shall not be obliged to attempt to repair any Errors:

- (i) related to problems caused by (a) modifications or error corrections made by any other party than the Licensor or (b) use of the Product(s) in a manner or form not defined and described in the standard user manual of the Product(s);
- (ii) related to problems caused by the installation of the Product(s) on an unsupported platform;
- (iii) regarding any functionality not directly related to the Product(s);
- (iv) related to problems caused by third party products; or
- (v) related to damage or failure of the Product(s) due to or caused by or arising from Force Majeure.

2.1.2.5 The Licensor provides the Error Correction Facility for the current and one (1) preceding Upgrade or Update Release for one (1) year after the general availability date of the respective Release, or till issue of the next Upgrade or Update Release, whichever comes later.

2.1.2.6 The First Response Time Goals regarding inspection and the Confirmation of the Error are as follows:

Severity Classification	First Response Time Goal
Critical	2 Business Days
Other cases	5 Business Days

2.1.3 Maintenance Facility

2.1.3.1 Definitions

A software release (“Software Release” or “Release”) from the Licensor consists of two (2) or optionally three (3) digits separated by decimal points. The first digit is the Upgrade number, followed by the second digit, which is the Update number, and optionally a third digit corresponding to the Patch level number and is referred to as a Maintenance Release.

Upgrade Release

An Upgrade Release, which is denoted by an increase in the first digit of a software release, includes major new functionality, which may or may not be compatible with previous version of the Upgrade Release.

Update Release

An Update Release includes minor new functionality, but is backward compatible with releases of the same Upgrade version.

Maintenance Release

An increase in the third digit of the release numbering is referred to as a Maintenance Release. It is functionally and syntactically similar to previous versions of the Upgrade and/or the Update releases with the exception of the fixes themselves. A Maintenance Release does not provide any new functionality.

2.1.3.2 Updating Service

Under the Support Service Plan the Licensor shall provide the Licensee during the term of this Support Service Plan with the generally available Maintenance Releases, Update Releases and Upgrade Releases.

According to the Licensor’s estimate (comprising no warranty) the Licensor will release at least two (2) Releases (not including the Maintenance Releases) in each calendar year.

Each new Release shall be delivered to the Licensee within sixty (60) days of the date of release of the referred Release in machine readable code electronically, or physically on CD-Rom(s)/DVD according to the delivery term FCA (Incoterms 2000) (regarding deliveries outside USA) the Licensor’s premises, Helsinki, Finland, or Tokyo, Japan, at Licensor’s option and deliveries within USA under the delivery term F.O.B. the Licensor’s premises, Los Altos, CA.

The Parties expressly agree that each new Release (and the respective Documentation, if any) delivered to the Licensee shall without further actions become the Product(s) under the Agreement on the date of receipt by the Licensee.

The Licensee has the right to make the number of copies of new Releases, if any, (released and provided to the Licensee by the Licensor during the term of this Support Service Plan as a master CD-ROM/DVD or through electronic download) regarding the Product(s) corresponding to the number of copies of previous versions of the Product(s) paid and distributed to the Licensee under the License Agreement.

3. TECHNICAL SUPPORT SERVICES FOR THIRD PARTY PRODUCT

Notwithstanding the foregoing the Licensee acknowledges that the SSH Tectia Manager includes an embedded database, Sybase Adaptive Server Anywhere, (referred to as the “Third Party Product”), and all the Technical Support Services relating to the Third Party Product are provided with the Licensor’s best efforts and subject to the technical support services terms and conditions specified by the licensor of the Third-Party Product.