

Advanced Plan Agreement

Application Delivery and Security Platform

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1. Service Level Agreement

1.1 Statement of Intent

This agreement aims to provide a basis for close cooperation between the CUSTOMER who has acquired the **Advanced Plan** and **SKUDONET SL**, identified by the DISTRIBUTOR. In the present contract, to provide software updates, software product upgrades, and technical assistance to the CUSTOMER by the DISTRIBUTOR, ensuring a timely and efficient assistance service, and constantly updated and secured SKUDONET appliances.

This agreement is contingent upon each party fulfilling its responsibilities and creating an environment conducive to achieving and maintaining the targeted service levels.

1.2 Objectives of Service Level Agreements

The specific objectives of this Service Level Agreement are as follows:

- To define in detail the services offered by the DISTRIBUTOR, including the type of support, coverage, and service levels, thereby reducing ambiguity or misinterpretation.
- To establish clear obligations and responsibilities for both the CUSTOMER and the DISTRIBUTOR throughout the duration of the Advanced Plan.
- To provide a common and verifiable understanding of service expectations, availability, and escalation protocols.
- To ensure that SKUDONET's assistance services are delivered professionally, traceably, and structured.
- To outline service performance monitoring methods that allow the CUSTOMER to evaluate whether the promised service level has been delivered.

- To create a cooperative environment between both parties by providing well-defined procedures and communication channels.
- To ensure that all nodes participating in a cluster configuration are covered under the same level of support. Heterogeneous service plans must not cover cluster nodes, as this would invalidate the scope of support and the service conditions outlined in this document.

1.3 Period of Agreement

This Agreement becomes effective from the date stated on the official Invoice issued by the DISTRIBUTOR. From that date, the services described in this document will be available for the term defined in the invoice.

If the CUSTOMER decides to renew the **Advanced Plan**, the same terms and conditions defined in this Agreement will continue to apply without the need for a separate negotiation or amendment. The Agreement shall be automatically extended upon successful renewal unless explicitly modified by SKUDONET SL.

The duration and validity of the service are contingent upon the active Service Plan. They shall not extend beyond the contracted term unless renewed by the procedures described below.

1.4 Review Procedure

This agreement will be reviewed every year. The review will cover services provided, service levels, and procedures.

During the renewal process, the CUSTOMER will receive several notifications and proforma invoices in the last months of the service. Once the CUSTOMER acknowledges the service renewal through a PO document or proof of payment, the service will continue without disruption for the next year(s).

If the CUSTOMER's renewal confirmation is delayed more than 3 months from the service's expiration date, the DISTRIBUTOR reserves the right to renew the service without applying the renewal discount.

1.5 Complaints

All complaints relating to the operation of the assistance service, including the expected service level, the actual service offered and delivered, the personnel responsible for providing or administering the service or any other issue relating to this document or the relationship between CUSTOMER and DISTRIBUTOR received by either party will be forwarded in writing and distributed concurrently to the signatories of the given Invoice. The intent is to ensure thorough, timely, and open resolution of all such problems.

2. Customer Responsibilities

2.1 Functional Overview

To enable proper incident management and ensure that the DISTRIBUTOR can fulfill its obligations, the CUSTOMER must provide full cooperation and meet the following requirements:

- Designate one or more individuals as official contacts for support-related communication. These may include IT administrators, Help Desk personnel, or other technical stakeholders.
- Provide a valid and monitored email address or mailing list to receive notifications, updates, and case-related correspondence.
- Upon reporting a technical issue, the CUSTOMER must collect and provide accurate and detailed information, including:
 - Description of the observed symptoms.
 - Logs, error messages, or relevant screenshots.
 - Specific configuration details of the affected system.Context (e.g., version, environment, time of occurrence, recent changes).

This level of detail is essential for effective troubleshooting:

- Provide architectural documentation upon request, including network diagrams, the number of nodes deployed, production versus testing environments, or other structural data needed for case diagnosis and resolution.
- Act promptly in referring issues through the proper channels outlined in this Agreement.

Important Note: In the event of an outage or malfunction caused by changes, incorrect configurations, or unauthorized interventions performed by the CUSTOMER, such incidents will not be classified as critical. Responsibility in these situations lies with the CUSTOMER, who will be advised to revert the changes where possible and open a support ticket through the Customer Portal. The request will be handled according to the priority and response times defined in the applicable Service Plan.

2.2 Customer Portal and Usage Conditions

The assistance services provided by the DISTRIBUTOR to the CUSTOMER under an Advanced Service Plan that includes technical support are structured as support cases. A case may consist of a requirement, problem, inquiry, or assistance request related to the SKUDONET products under support.

To open a support case, the CUSTOMER must use the official Customer Portal provided. For detailed instructions on how to submit a ticket, please visit [this guide](#).

While the CUSTOMER maintains an active Service Plan with technical support, they are entitled to open an unlimited number of support cases for each licensed node. This provision does not apply to the BASIC Plan, which does not include access to our Customer Portal.

The CUSTOMER, with an active Advanced Service Plan, will have access to the following support channels and is expected to use them as described below:

- **Customer Portal:** The CUSTOMER will have access to the official **SKDCentral** Customer Portal to submit and track support tickets. All incidents must be

reported through this portal to ensure proper handling and follow-up by the DISTRIBUTOR's support team.

- **Remote Assistance:** For any type of issue or configuration, SKUDONET engineers will schedule and perform remote assistance upon request.
- **Phone Support:** If the CUSTOMER has the Advanced Plan, a dedicated phone number will be provided for reporting critical system outages only. In the event of an unexpected system failure, the CUSTOMER should use this phone number to ensure immediate attention.

3. Distributor Responsibilities

3.1 Functional Overview

The DISTRIBUTOR is a provider of computing services based on open source software, software maintenance, and technical assistance to the CUSTOMER.

The responsibilities supplied by the DISTRIBUTOR are:

- Provide an online system to access the software updates and upgrades.
- Provide an online system to maintain updated security signatures, lists, and protection mechanisms.
- Provide a system to control the service levels of every appliance or node with the software.
- Protect CUSTOMER's sensitive data and keep it secure according to current laws.
- Provide a platform for the registration of cases.
- Provide service support and resolution engagement for the products involved according to the established service level and personalized system architecture.
- Timely response and resolution of faults to the CUSTOMER.
- Fault resolution monitoring and production, and distribution of Service Level Monitoring reports when required.

SKUDONET will in no case be responsible for damage caused by our software or damage caused by its misuse.

3.2 Hours of Operations

Access to human technical assistance depends on the specific service plan contracted by the CUSTOMER:

Under the **Advanced Plan**, technical support for **critical incidents** is available 24x7. Critical cases are defined in Section 3.3. Non-critical incidents are handled during standard business hours, which are Monday through Friday, aligned with the local working hours of the support team, following an 8x5 support model (8 hours per day, 5 days per week).

The DISTRIBUTOR is responsible for evaluating each support case submitted by the CUSTOMER to determine its priority level. This evaluation will consider the real operational impact of the incident, based on the information provided at the time of submission. Once classified, the DISTRIBUTOR will apply the corresponding maximum response time as defined in Section 3.3 of this agreement.

3.3 Priority Level Response Times

The CUSTOMER maintenance and support service could use the following table to help identify the case priority:

Severity Level	Description	Initial Response Time
Critical*	Complete outage of the load balancing service in a production environment.	Within 4 hours (24x7)
High/Medium/Low	Partial degradation, configuration assistance, feature questions, planned interventions, etc.	Within 8 business hours*

**Critical incidents are eligible for 24x7 response, only if it is a load balancer failure and not caused by customer intervention.*

**Business Hours: Monday to Friday, during the local working hours of the support team, following an 8x5 support model (8 hours a day, 5 days a week).*

4. Supported Products/Applications/Systems

4.1 Supported Devices

The DISTRIBUTOR supplies professional support for all SKUDONET platforms and formats, whether they are physical or software-based devices published on the official sites.

4.2 Software Updates and Upgrades

The software updates and upgrades provided by the DISTRIBUTOR include all SKUDONET products — a comprehensive, high-performance load balancing solution based on an open source appliance — covering all current and upcoming versions.

Major upgrades refer to new full-version releases that may include significant new features, architectural changes, performance improvements, security enhancements, and changes to the underlying operating system.

Minor updates include bug fixes, optimizations, and smaller feature additions within the same version series. These updates aim to improve stability, performance, and security without impacting existing system functionality or requiring extensive deployment procedures.

4.3 Advanced Plan Benefits

The Advanced Plan service is a yearly renewable per SKUDONET appliance (or deployment) service plan, which includes the following benefits:

SKUDONET Support Benefits	Advanced Plan
Support Coverage	
Access to major upgrades Latest SKUDONET software releases available	✓
Access to minor updates Bugfixes, optimizations, new features in same version	✓
Offline updates Enable updates for appliances with no access to the Internet	✓
Technical support via ticket Assistance available through our customer portal for technical queries, troubleshooting, and configuration guidance	✓
Technical support via Phone Immediate assistance by phone is available strictly for critical incidents resulting in full system failure	✓
Remote Desktop Assistance Interactive remote sessions with SKUDONET Engineers through the official channels available	✓
Support Hours Non-critical cases are handled during standard business hours	24x7
SLA - Response time Non-critical cases will follow standard response times as defined in the agreement	≤ 4h
Service Scope	
Platform Supported Support available for all SKUDONET deployment models: virtual, physical, bare metal, cloud-based, and microservices environments	✓
Cybersecurity Services	
Access to IPDS threat rules Access to a continuously updated library of over 700 active security rules Customers may deactivate or customize rules as needed	✓

Forensic analysis in case of breach (logs, traffic, config, etc.) Comprehensive analysis of security incidents to identify root causes	✓
Intervention in security incidents Direct response from the SKUDONET team to assess and contain confirmed or suspected cybersecurity breaches	✓
Collaboration with external teams during incidents (SOC, CISO, IT) Coordinated response and communication with the customer's security and IT teams during critical security events	✓
IPDS Rule configuration by SKUDONET team Our engineers advise on rule selection and assist in creating tailored IPDS rules aligned with your infrastructure and threat profile	✓
Resources	
Customer Portal Web tool to have access to contact our Support Team, cases reporting, software and document downloads, and more	✓

4.4 Communication Resources

All the requests will be reported to the DISTRIBUTOR through the official SKDCentral Customer Portal (<https://central.skudonet.com>), where CUSTOMER, represented by the main contact person or another authorized person, will have access throughout the professional service agreement lifetime.

As assigned by the fault matrix, the response times indicate the initial response via the SKDCentral Portal, which will mean the beginning of the case resolution.

The CUSTOMER will be notified about news and updates via mass mailing or via the web GUI of the appliances.