Basic
Plan Agreement

Application Delivery and Security Platform

Table of Contents

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 **Basic 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 their responsibilities and generating an environment conducive to achieving and maintaining 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 Basic Plan.

- To provide a common and verifiable understanding of service expectations, availability, and escalation protocols.

- 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 herein.

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 **Basic 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 bound to the active Service Plan and shall not extend beyond the contracted term unless renewed according to the renewal 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.

This level of detail is essential for effective troubleshooting:

- Provide architectural documentation upon request, including network diagrams, number of nodes deployed, production versus testing environments, or other structural data needed for case diagnosis and resolution.

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:

The **Basic Plan** does not include any form of technical assistance.

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 Basic Plan Benefits

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

SKUDONET Support Benefits	Basic Plan
Support Coverage	
Access to major upgrades Latest SKUDONET software releases available, Community and Enterprise.	✔

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.	✖
SLA - Response time Non-critical cases will follow standard response times as defined in the agreement.	✖
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.	✖
Immediate 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

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