

VARONIS SUPPORT PRINCIPLES

1. SUPPORT SERVICES

1.1 **Support Services.** Throughout the Support Services term (the period for which applicable Support Services fees are paid), Varonis will make available to Customer the following Support Services in respect of the Software (for which the Customer duly purchased a license from Varonis) (collectively "**Support Services**");

- 1.1.1. Software Subscription under Section 2 below
- 1.1.2. Error verification and classification under Section 2 below
- 1.1.3. Correction of Errors under Section 5 below
- 1.1.4. Consultation and advice per telephone and email under Section 6 below

1.2 **Supported Versions.** Varonis' will provide Support Services under this Agreement only for the most current generally available Version of the Software (the "**Most Current Version**") and the Version immediately preceding the Most Current Version of the Software (the "**Previous Version**"). Notwithstanding the aforesaid, for a period of three (3) months as of the release of the Most Current Version of the Software, Varonis will provide support services to the Version of the Software which is immediately preceding the Previous Version of the Software, in such level determined by Varonis at its sole discretion.

"**Version**" shall mean a subsequent release of a Software or associated Documentation (the user documentation made generally available by Varonis to customers in connection with the Software) denoted by a change in the Software's release number. "Versions" do not include new functionality, features or modules offered by Varonis as separate or additional products or components or add-ons by Varonis.

1.3 **Supported Users.** Varonis will provide Support Services under this Agreement with respect to the number of users for which the Customer duly purchased the Support Services. Upon any renewal of the Support Services, Customer shall be required to renew the Support Services for the higher of (i) the initial number of users indicated in the purchase order pursuant to which the Software was purchased or (ii) the number of users indicated in Varonis' records, if such number is higher than the number in subsection (i), following an increase in the number of users under the license of the Software pursuant to the purchase of additional license by the Customer (the "Registered Number of Users"). In the event that Customer will renew the Support Services for a number of users which is less than the Registered Number of Users (the "New Number of Users"), Varonis shall be entitled, at any time, to run an audit check (including through running a script) in order to verify the actual number of users applicable to the Software. In the event that any such audit will reveal that the actual number of users applicable to the Software is higher than the New Number of Users, Varonis shall have the right to immediately refrain from providing Customer the Support Services with respect to the Software without refunding any applicable fees paid by Customer. Varonis

shall resume providing Support Services upon such time that Customer aligns the Support Services to the actual number of users by paying the applicable fees as of the original renewal date in which the number of users was reduced. Without derogating from the above, Customer shall pay Varonis all expenses and costs incurred by Varonis in performing the audit and assessing the actual number of users applicable to the Software if such audit shall reveal an excess use.

2. SOFTWARE SUBSCRIPTION

2.1 **Provision of Updates.** Varonis shall make available to Customer Updates of the Software, if and when Varonis makes such Updates generally available to its other customers then covered by Software Subscription

Updates shall mean new Versions, updates, modifications, Work Around (a technically reasonably feasible change in the operating procedure of the Software whereby the adverse effects of the Error on the normal operation of the Software are reasonably minimized), upgrades, patches, error-correction, releases hotfixes, service packs, feature packs, which are designed and released by Varonis to optimize and/or repair the operation of the Software or the Documentation, if and when generally made generally available by Varonis to its customers. Updates shall not include any new functionality, features or modules offered by Varonis as separate or additional products, components or add-ons ("**Additional Products**").

2.2 **Ability to Purchase Additional Products.** Varonis shall make available to Customer for an additional charge, according to Varonis' then current rates, any Additional Products if and when Varonis generally offers such Additional Products to its other customers.

2.3 **Notifications.** Varonis shall not be responsible to provide a notice on any Updates or Additional Products available.

3. ERROR VERIFICATION & CLASSIFICATION

3.1 **Reporting Error(s).** An Error by Customer shall be reported in writing to Varonis by electronic mail. Each Error Report ("**ER**") shall state one Error and shall contain the following information:

- A suggested Error Level Severity among one of the classes set out below
- A description of the command(s) and procedures that reveal the Error
- A description of the hardware and operating environment
- Specification of Version of the software in question
- A short description of the Error
- Examples of input
- The resulting output
- The expected output
- Any special circumstance surrounding the discovery of the Error

3.2 **Classification & Verification.** For each ER received, Varonis shall:

3.2.1. Confirm receipt of the ER by electronic mail within no later than 30 minutes.

3.2.2. Analyze the ER, verify the existence of the Error(s) and classify the Error, at its sole and exclusive discretion, in one of the Error Severity Levels set forth below, if any:

Severity 1	Severity 2	Severity 3	Severity 4
A down situation where the Software is non-operational and there is no known work-around.	A major function of the Software is unusable and no work-around is available, but the Software still supports some production functionality.	The Software is functional, but provides incorrect results or is not operating in accordance with the Specifications. Also includes Errors with a major function of the software for which there is a known work-around.	All other problems with the Software other than those falling within the categories above.
With errors of this severity level, the Software may:	With Errors of this severity level, the Software may:	With Errors of this severity level, the Software may:	With Errors of this severity level, the Software may:
Repeatedly fail catastrophically	Be usable but incomplete	Have major errors in results returned	Have minor errors in results returned
Require repeated reboots of the system	Fail catastrophically	Require use of a Work Around to address issue	Operate in a manner inconsistent with technical Specifications
Impact to any system connected to or monitored by the Software	Require reboot of the system		
	Suffer severe degraded performance (throughput/ response)		

"Error" shall mean a reproducible failure in the Software resulting in one of the Error Severity Levels above, causing the Software not to operate in accordance with the Specifications (the published functionality and performance specifications for the Software appearing in the Documentation). Notwithstanding the foregoing, "Error" shall not include any failure caused: (i) by the use or operation of the Software with any other hardware, software or programming languages or in an environment other than that intended or recommended by Varonis, (ii) by any bug, defect, error or malfunction in the Equipment or any hardware or software used with the Software or any other failure of the Equipment, such hardware or software to conform to their published specifications, (iii) due to modifications, alterations and repairs to the Software not made by Varonis or on its behalf, or (iv) due to misuse, accident or improper installation, support or maintenance.

4. TECHNICAL SUPPORT RESPONSE TIME

Severity Level	Response Time	Additional Info
Severity 1	4 hours during Varonis business hours	For additional info see section 5.1.1
Severity 2	6 hours during Varonis business hours	For additional info see section 5.1.2
Severity 3	Next business day during Varonis business hours	For additional info see section 5.1.3
Severity 4	Next business day during Varonis business hours	For additional info see section 5.1.4

5. ERROR CORRECTION

5.1 **Method of Correction** Following receipt of Customer's "ER", Varonis and Customer will first attempt to resolve the problem over the phone or via email or other electronic means. If such remote attempts are unsuccessful, Varonis shall use commercially reasonable efforts to Correct Errors as follows:

5.1.1. For Errors classified by Varonis as Severity 1 Level Errors, Varonis shall immediately commence commercially reasonable efforts to create a Work Around within 7 days, and a subsequent final solution as soon as possible. Varonis shall constantly keep Customer informed of the progress of the Error Correction work.

5.1.2. For Errors classified by Varonis as Severity 2 Level Errors, Varonis shall immediately commence commercially reasonable efforts to create a Work Around within fourteen (14) days, and a subsequent final solution which as soon as possible. Varonis shall until completion of the Work Around, inform Customer of the progress of the Error Correction work at least once every three days.

5.1.3. For Errors classified by Varonis as Severity 3 Level Errors, Varonis shall commence commercially reasonable efforts to create a Work Around within fourteen (14) days, and a subsequent final solution at a reasonable time thereafter. Varonis shall until completion of the temporary solution, inform Customer of the progress of the Error Correction work at least once a week.

5.1.4. Correction of Errors classified by Varonis as Severity 4 Level Errors, if any, shall be repaired within a reasonable time taking into account Varonis' then current workload and planning.

5.2 **Location** Any Error Correction shall be carried out by Varonis from Varonis' offices only and in no way will Varonis' be obligated to provide any on-site support or visit or be present in Customer's premises or in any other location.

"**Error Correction(s)**" shall mean any modification, repair or replacement of the Software to remedy an adverse effect of such Error on the operation of the Software

6. PROVISION OF EMAIL AND TELEPHONE SUPPORT

Varonis shall use commercially reasonable efforts, to supply during 9AM through 5PM (local time) ("**Business Hours**") on Business Days (Monday through Friday, not including local or national holidays), consultation and advice to Customer, directly over the telephone or by Email. Answers will be given to questions regarding the use of the Software and its installation, configuration and Documentation. Furthermore, general advice regarding submitted ER's shall be given. Submission and process of email queries shall be subject to guidelines which may be made available from time to time by Varonis.

7. CUSTOMER OBLIGATIONS

7.1 **Customer Cooperation.** Customer will cooperate with Varonis in view of any Support Services, including without limitation by providing as much detail as available about reported Errors, and taking all such reasonable measures requested by Varonis in order to detect and provide further information with respect to each Error. Customer shall ensure the readiness of its Equipment (hardware situated at the Premises on which the Software is installed and operated), computerized systems, environment and personnel to the operation of the Software, and shall ensure the appropriate conditions required to enable Varonis to comply with its undertakings hereunder, including without limitation: (i) to enable Varonis to remotely access the Software; (ii) ensure the availability of Customer's personnel required for the operation of the Software; (iii) comply with Varonis' reasonable administrative requirements; and (iv) provide Varonis or its representatives, with Customer's accompany and on-demand consent, a remote control access to the server where the Software is installed.

7.2 **Access.** If requested by Varonis, Customer shall grant Varonis such access to the information, to premise, to Equipment as may be necessary or appropriate for Varonis to perform its Support Services.

7.3 **Customer Contacts.** Customer shall ensure that its contacts authorized to receive the Support Services are fully knowledgeable of the Software and of the underlying technologies and are capable of receiving remote instructions from Varonis and performing activities reasonably required by a computerized system operator.

7.4 **Installation of Updates.** Customer shall install any and all Updates of the Software within a reasonable time following the date in which they become available.

8. WARNING; DISCLAIMER; AND LIMITATION OF LIABILITY

8.1 VARONIS UNDERTAKES TO PROVIDE THE SUPPORT SERVICES IN A TIMELY AND PROFESSIONAL MANNER. EXCEPT FOR THE ABOVE UNDERTAKING, VARONIS PROVIDES NO WARRANTY, EXPRESS OR OTHERWISE, WITH RESPECT TO THE SUPPORT SERVICES, AND VARONIS SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE.

8.2 VARONIS' LIABILITY HEREUNDER FOR ANY DAMAGES WHICH CUSTOMER MAY SUFFER SHALL IN NO EVENT EXCEED THE AMOUNT OF THE MOST RECENT ANNUAL SUPPORT FEE PAID BY CUSTOMER TO VARONIS.

8.3 IN NO EVENT WILL VARONIS BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, INDIRECT, OR EXEMPLARY DAMAGES, INCLUDING FOR ANY LOST PROFITS, LOSS OF DATA, OR COSTS OF PROCUREMENT OF

SUBSTITUTE GOODS OR SERVICES, OR FOR ANY CLAIM OR DEMAND AGAINST CUSTOMER BY ANY OTHER PARTY, HOWEVER CAUSED AND UNDER ANY THEORY OF LIABILITY (INCLUDING NEGLIGENCE), EVEN IF VARONIS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

9. CONTACTING CUSTOMER SUPPORT

9.1 **Email** Customers may submit support issues via email to support@varonis.com any time. Email is only monitored during Varonis Business Hours as defined above.

Guidelines for interacting with the email generated from Varonis ticketing and tracking system:

9.1.1. Customer should choose appropriate subject lines to describe its question or issue.

9.1.2. Customer should send in a separated email each individual question or issue it may have, to allow for tracking separately.

9.1.3 If Customer shall copy additional individuals on the *first* email message to Varonis, those individuals will be added to the ticket in a "cc" list, and will receive email from the tracking system each time the ticket is updated. If Customer would like to add additional individuals once the ticket has been opened, Customer should reply to the auto-generated email and ask Varonis to add such individuals.

9.1.4 Customer should be aware that Varonis cannot accept any file attachments that are executables, scripts or DLLs. Customer should send Varonis images by inserting them into a Word document. If Customer needs to send Varonis any of the above file types, please contact Varonis technical support to coordinate transfer of the data.

9.1.5 The maximum file size for attachments is 5 MB. If Customer needs to send Varonis larger files, please compress them into several archives and send each one separately or contact Varonis support to coordinate the data transfer.

9.1.6 All email will be converted to text. Customer should not rely on color/fonts to call Varonis' attention to answers.

9.2 **Phone** Customers may submit support issues via phone to the Varonis support line. The applicable phone numbers are at <http://www.varonis.com/services/support/index.html>. The support line is monitored by a messaging service. When contacting the support line, please provide the representative a detailed message and a Varonis support representative will return the call.

9.3 **Support Website** Customers may submit support issues via the Varonis support web site at <http://support.varonis.com>. Tickets that were submitted via the web will be handled and tracked as tickets that were submitted by email.

10. GENERAL ASSUMPTIONS

10.1 For avoidance of doubt, and notwithstanding anything to the contrary, the Support Services provided by Varonis pursuant to the principles herein do not and shall not cover any migration services or tools provided by Varonis, if any, and do not and shall not include any training services of any kind whatsoever.

10.2 For deployments on virtualized hardware, Varonis provides technical support according to these standard principles for all issues not related to application performance. Issues of performance on virtualized hardware are supported on a commercially reasonable efforts basis. Additional support charges may apply when the initial diagnostic of incidents points to the virtualized hardware as the source of software malfunction.