

This document sets forth the terms under which ANTLabs Pte Ltd, (“ANTlabs”) upon Customer’s payment of applicable subscription fees and successful registration for support, will provide software and technical support to Customer for ANTLabs service subscription products (“Service”), either directly or indirectly through ANTLabs authorized service representatives. ANTLabs, at its sole discretion, may change this policy at any time. The most current version of this Procedure Document can be found on ANTLabs Support Portal.

## Service Scope of Support

### 1 Definitions

In all Service support matters, the following definitions shall apply:

1. **Service Support Agreement:** Refers to the specific details of the support agreement between ANTLabs and the Customer, defining Type of Coverage, Customer information and product information.
2. **Service Scope of Support:** This document explains the different available support options available, and the scope of the support coverage offered by each option.
3. **ANTlabs Support Portal:** Refers to <https://www.antlabs.com/support>
4. **Support Contact:**
  - a. **Phone:**
    - i. **SG:** +65-6100-SUPP (+65-6100-7877)
    - ii. **US:** +1-858-2175147
  - b. **Email:** [tech-support@antlabs.com](mailto:tech-support@antlabs.com)
5. **Business Day:** Refers to local business day, subjected to local definition of work days and public holidays.
6. **Software Service.** The following are supported services:
  - a. MSP ASP Subscription
  - b. Site Connectors – ANTLabs
  - c. Site Connectors – Others
  - d. Global Account
  - e. Cloud Backup
  - f. HSIA Service – Shared Login Devices
  - g. Web Filtering Service – User Licenses
  - h. Casting Service – Cast Device Licenses
  - i. Private ANTLabs Cloud Gateway
  - j. Private ASP Cloud subscription
  - k. Module Subscription
    - i. Express – Payment
    - ii. Express – Property Management System
    - iii. Express – Volume Control
    - iv. Express – Radius Support
    - v. Express – Lawful Intercept
    - vi. Express – Advanced QoS
    - vii. Express – Multi-WAN
    - viii. Express – Event Manager
    - ix. Express – PAN
    - x. Express – Advanced QoS Plus
    - xi. Pro – Payment
    - xii. Pro – Property Management System
    - xiii. Pro – Volume Control
    - xiv. Pro – Radius Support
    - xv. Pro – Lawful Intercept

- xvi. Pro – Advanced QoS
- xvii. Pro – Multi-WAN
- xviii. Pro – Event Manager
- xix. Pro – PAN
- xx. Pro – Advanced QoS Plus

## 2 Standard Service Support

Customers that subscribe to any of ANTI labs software service are entitled to ANTI labs standard service support. This assurance represents our commitment in providing high quality products and services, giving peace of mind to our customers.

ANTI labs Standard Service support includes:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription

### 2.1 Service Subscription Period

The start date of service subscription is determined by the customer during the initial purchase where the service start date will be indicated by the customer.

The end date of the service subscription end date is based on the subscription duration or period that the customer initially purchased. The minimum subscription duration and period is 1 year.

Any subsequent service subscription purchase or add-ons mid-term during the subscription period will be pro-rated to align the subscription date to original subscription end date.

The subscription period can be extended as a whole for all subscribed services anytime before the subscription has ended.

## 3 Support Components

### 3.1 Phone Support (24 x 7)

ANTI labs will provide telephone support for any Services covered by this T&C Document. Such support will consist of responding to trouble calls as reasonably required to make the Service perform as described in the current specifications. Customer support will be provided in accordance with ANTI labs' support policies and procedures.

All support cases are handled directly by trained support engineers:

- Phone: +65 6100-SUPP (+65 6100-7877)
- For US Customer: +1-858-217-5147

### 3.2 Email Support (24 x 7)

ANTI labs will provide support via email (tech-support@antlabs.com) for any Product covered by this T&C Document.

### 3.3 Software Subscription

Customer is entitled, at no charge, to software patches or updates of covered products, such as bug fixes and new feature releases that are generally made available at no additional cost to ANTI labs' customers that have a valid service subscription for the relevant time period.

#### 3.3.1 ASP Cloud (ANTI labs operated cloud)

The ASP Cloud operated by ANTI labs is automatically updated with new features and bugfixes and customer is entitled to all such upgrades and features as long as their subscription is valid.

#### 3.3.2 Private ASP Cloud or MSP ASP

Private ASP Cloud or MSP ASP customers are entitled to software updates as long as the customer subscription is valid. ANTI labs support team will arrange with customer to patch and update the Private ASP Cloud or MSP ASP to the latest version based on an agreed upon time.

#### 3.3.3 On-prem Gateway or vSG

For on-site equipment deployed at the customer premises, customers are entitled to software patches or updates as long as they have a valid subscription and have provisioned a 'Site Connector – ANTI labs' for that site.

ANTI labs will release software patches on a 4-mth cycle at least for non-EOL products. They are typically released in January, May and September. Each patch release may include feature releases, bug fixes and security enhancements. The details of the functionality of the patch will be detailed in the accompanying Patch Release Notes.

A Hot Fix may be released on an as-needed basis to address urgent issues and/or security vulnerabilities within supported products.

The foregoing right shall not include any options, upgrades or future products which ANTI labs or third party vendors charge for as a separate product or where Customer's installed hardware platform has no further upgrades available according to either (i) the applicable product release notes provided with each release or (ii) a written end-of-life announcement communicated to Customer by ANTI labs. ANTI labs is not obligated to provide hardware upgrades to ensure compatibility with new software versions of its products or to ensure that new software versions of its products are compatible with outdated hardware platforms.

## 4 Extended Service Plans

### 4.1 Premium Plus Support

This is a yearly extended service plan that provides additional 1 year of uplifted service support to a single site.

Uplift service support adds the following:

- Direct escalation to Level 2 Engineer
- Remote troubleshooting
- Hardware failure notifications and alerts
- Yearly health check
- Configuration assistance
- Patch assistance

### 4.2 Annual Customization Support


All custom web portal development or external integration completed by ANTI labs comes with 3 months of standard warranty and support to cover any issues that can arise from the customization or integration.

To continue to provide peace of mind to customers beyond the standard 3 months warranty and support, customer can purchase the annual customization support plan that provides additional 1 year of warranty and support for any custom web portal development or external integration services completed by ANTI labs.

## Service Support Policies and Procedures

### 5 Support Activation Procedure

When contacting ANTLabs support, the following information should be ready and available:

- **Organization Code:** You can get the Organization code under your Cloud platform  > Support. This is needed to verify your subscription information.
- **Site:** The site that you are reporting the issue.
- **Date and Time of Occurrences.** Kindly indicate the time zone of the gateway in question.
- **Description of Problem:** Type of deployment [e.g. hotel, enterprise, hotspot etc.], exact error messages, can the error be duplicated, what are the steps to duplicate the error / fault, changes to network diagram
- **Highlight on any recent changes/ upgrades**
- **Results of initial diagnostics and tests performed**
- **Support contact information.** (Phone number, hand phone number, email address, if different from the Customer Contact information)

Only required for MSP ASP.

- **ASP GUI Login Credentials: (optional)** This is required only for MSP ASP. It can be a separate account from the main administrator account, specifically reserved for ANTLabs support personnel use.

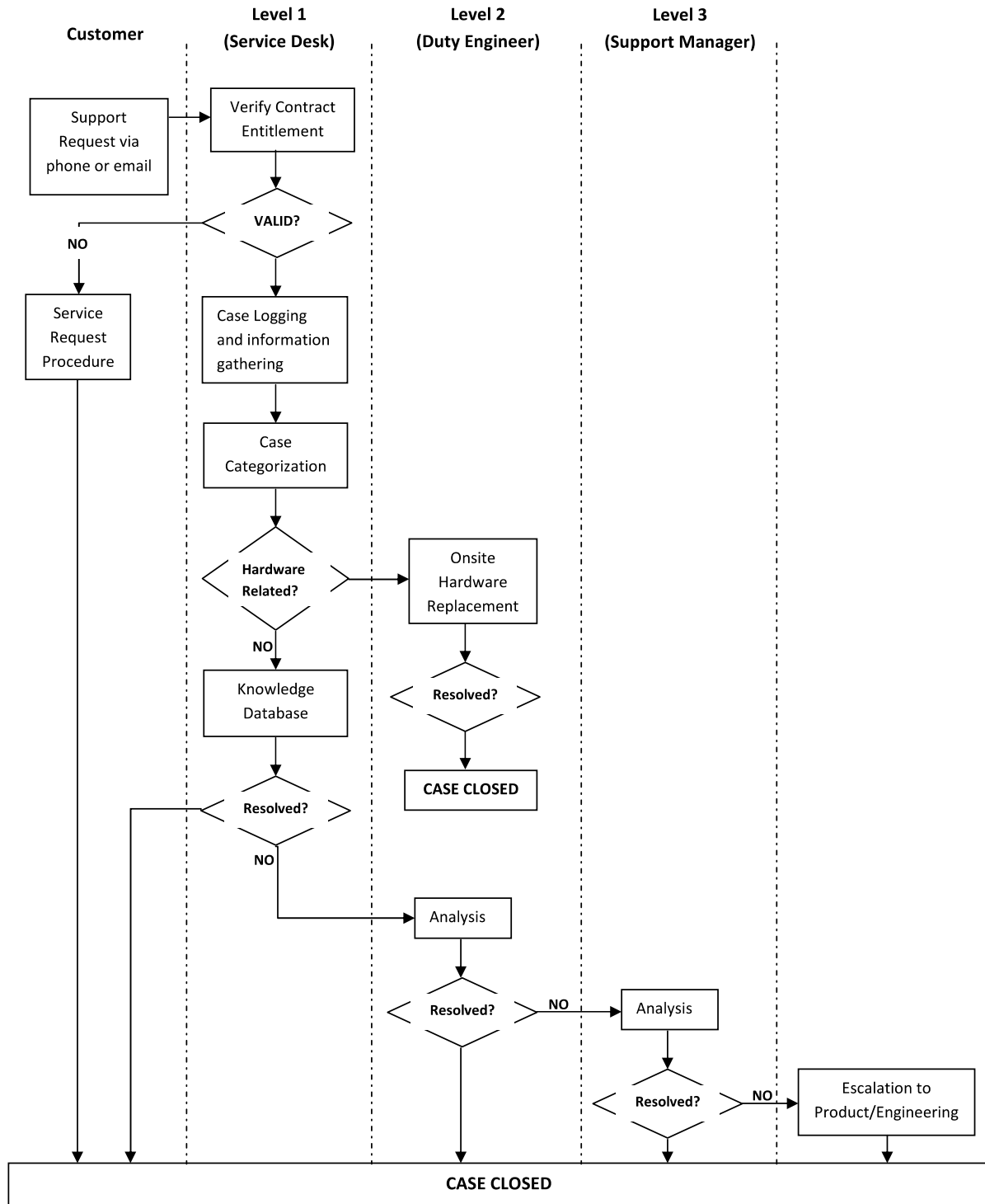
Only required if issue is related to on-premise gateway

- **Serial Number:** This will be needed to verify warranty information of hardware.
- **IP Address:** Of the gateway to allow remote support. TCP ports 443 and 6000 are needed to be opened.
- **Admin GUI Login Credentials.** This can be a separate account from the main administrator account, specifically reserved for ANTLabs support personnel use. Optionally, the support team may request console login credentials also.
- **Current Configuration**

If the fault is determined to be a hardware issue, the RMA procedure will be activated. If the fault is determined to be a software issue, the Software Fault Investigation procedure will be activated. A copy of the backup Product Configuration file will be required.

## 6 Support Escalation Procedure

The following diagram illustrates the Support Escalation Procedure:



## 7 Severity Definitions and Response Times

The following are the Severity Definitions and Response Times, as determined by ANTLabs Support Personnel.

Severity	Situation	Definition	Action
<b>S1: Critical</b>	<p>An incident that results in a critical service impact for a Production System:</p> <ol style="list-style-type: none"> <li>1. A complete or substantial loss of service when using a Production System, or</li> <li>2. Major data loss or corruption making an essential part of the Production System, or</li> <li>3. Inability to use a mission critical application within a Production System</li> </ol>	<ol style="list-style-type: none"> <li>1. Production System crashes, freezes or hangs in multiple instances, which is affecting service quality for all users.</li> <li>2. Single or multiple key services unable to start, function and respond normally, which is affecting service quality for all users.</li> <li>3. Data corruption that impacts the normal functionality of system.</li> <li>4. No known existing procedural workaround for reported problem.</li> <li>5. Production System must be bypassed for resolution.</li> <li>6. It includes hardware related issues or fault for Production System</li> <li>7. Persistent occurrence of reported problem.</li> </ol>	<p><b>Follow-up Response</b> on the reported S1 problem: within 3 business days (typically within 1 business day)</p> <p><b>Workaround:</b> Within 3 to 7 business days</p> <p>Once a workaround is available, the problem will be downgraded to an S2 problem.</p>
<b>S2: Major Impact</b>	<p>An incident that results in some service impact for a Production System, which affects a large number of users</p> <ol style="list-style-type: none"> <li>1. The functionality of the Production System is adversely affected.</li> <li>2. Certain functions within the Production System are disabled, but the Production System remains operable.</li> </ol>	<ol style="list-style-type: none"> <li>1. Single or multiple key services are unable to start, function and respond normally, which are affecting service quality for a large number of users</li> <li>2. Functionality degradation.</li> <li>3. No known or existing product workaround for reported problem.</li> <li>4. Vulnerability is exploited.</li> <li>5. Performance degradation even when adhering to system specifications.</li> <li>6. Procedural workaround is available (e.g. reboot, restart of service etc.)</li> <li>7. Random occurrence of report problem.</li> <li>8. Failure of one HA gateway</li> </ol>	<p><b>Follow-up Response</b> on the reported S1 problem: within 7 business days (typically within 3 business day)</p> <p><b>Workaround:</b> Within 7 to 14 business days</p> <p>Once a workaround is available, the problem will be downgraded to an S3 problem.</p>

<p><b>S3: Minor Impact</b></p>	<p>An incident that results in service impact for a Production System, which affects a few of specific users.</p>	<ol style="list-style-type: none"> <li>1. Functionality degradation / lacking for specific type of devices / software.</li> <li>2. No known or existing product workaround for reported problem.</li> <li>3. Vulnerability is exploited.</li> <li>4. Performance degradation even when adhering to system specifications.</li> <li>5. Procedural workaround is available (e.g. reboot, restart of service etc.)</li> </ol>	<p>Alternative workaround to be recommended.</p>
<p><b>S4: No Impact</b></p>	<p>An incident that results in no significant impact on service.  Informational in nature.</p>	<ol style="list-style-type: none"> <li>1. Reports on documentation error or omission of information for existing documentation.</li> <li>2. Security vulnerability with the possibility of being exploited.</li> <li>3. Customer request for new features</li> <li>4. Customer request information on existing feature.</li> <li>5. All other customer requests.</li> </ol>	<p>Alternative workaround to be recommended.</p>

## 8 Recertification

Requests for maintenance on Products purchased from sources other than an ANTLabs Authorized Reseller or directly from ANTLabs, or where maintenance has lapsed on the Product for more than sixty (60) days, will first be subject to a health check and inspection by an ANTLabs representative at the rate of US\$250 per unit payable to ANTLabs. The inspection will determine if the unit is at a maintainable state and eligible for coverage.

Once the unit has passed inspection, a maintenance contract and additional services may be purchased at the current published rates. The customer is also required to purchase maintenance support at the then-current standard maintenance fee pro-rated for the time period during which no maintenance was in effect.

After completing the purchase of maintenance, software subscription and support will take up to five (5) days to be reflected on the system while hardware warranty support may take up to fourteen (14) days to take effect.

## 9 Restrictions

Services provided by ANTLabs under this Agreement are limited to the covered Product and are contingent upon the Customer's proper use of the Product in the application for which it



was designed. ANTLabs will not be obligated to provide any service or to correct any malfunction, damage or other problem if the product: (a) has been altered, except by ANTLabs or an ANTLabs-designated representative or in accordance with ANTLabs instructions, (b) has not been installed, operated, repaired, or maintained in accordance with ANTLabs instructions, (c) has been subjected to abnormal physical or electrical stress, misuse, negligence or accident, (d) has been operated outside of the environmental specifications for the Product or (e) is related to configuration of Customer's network beyond that necessary to the use or installation of the Product.

ANTlabs reserves the right to limit or terminate development support (including error correction services) of any product version one (1) year after the date of release of a subsequent Product version in accordance with its end of life (EOL) policies. The foregoing restriction shall apply even if Customer elects to install a Product version other than the then-currently shipping version of the Product.

## **10 Limitation of Liability and Disclaimer of Warranty**

ANTlabs sole obligation and liability hereunder is for the service and repair of the Products covered under this Agreement. ANTLabs will have no further obligation or liability beyond such service and repair. IN NO EVENT WILL ANTLabs BE LIABLE FOR ANY DAMAGE RESULTING FROM LOSS OF USE, DATA, PROFIT, OR BUSINESS, OR FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING FROM AN ACTION OF CONTRACT, TORT OR OTHER LEGAL THEORY. ANTLabs LIABILITY FOR DAMAGES FOR ANY CAUSE, WHATSOEVER, AND REGARDLESS OF THE FORM OF ACTION (IN CONTRACT OR TORT) WILL BE LIMITED TO THE SERVICE FEE ACTUALLY PAID UNDER THIS AGREEMENT. ANTLabs DISCLAIMS ALL WARRANTIES HEREUNDER, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE OR USE.

## **11 General Provisions**

### **11.1 Non-Assignment and Non-Transferability**

Customer may not transfer its support agreement to a third party without ANTLabs prior written consent. Support agreement entitlements are not transferable between products or customers. A support agreement cannot be transferred from one product to provide coverage on another product, unless this transfer is in connection with an RMA replacement. Support agreements do not transfer with product title transfers between Customer and any third party without the prior written consent of ANTLabs and payment of a re-certification fee.

### **11.2 Force Majeure**

ANTlabs will exercise reasonable efforts to meet its obligations hereunder, but will not be liable or in default under this Agreement due to the delays in delivering materials or furnishing services resulting from any cause beyond its reasonable control including, but not limited, to acts of God, weather, strikes, labor disputes, transportation difficulties, and/or any other cause whatsoever.

### **11.3 Governing Law**

All controversies regarding these terms and conditions will be governed by and construed in accordance with the laws of the Republic of Singapore, without regard to its conflicts of law rules.

#### **11.4 Term and Termination**

The service agreement shall enter into effect on the date of purchase of the Service subscription (as written on the Support agreement). The minimum service contract period is 12 months.

#### **11.5 Amendments**

No modification or claimed waiver of any provision of the support agreement shall be valid except by written amendment signed by authorized representatives of Customer and ANTI labs.

#### **11.6 Waiver of Contractual Rights**

Waiver of any provision herein shall not be deemed a waiver of any other provision herein, nor shall waiver of any breach of the support agreement be construed as a continuing waiver of other breaches of the same or other provisions of the support agreement.

#### **11.7 Severability**

If any provision or provisions of the support agreement shall be held to be invalid, illegal, and unenforceable or in conflict with the law of any jurisdiction, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

#### **11.8 Entire Agreement**

The support agreement constitutes the entire agreement of the parties and supersedes all prior communications, understandings and agreements relating to the subject matter hereof, whether oral or written.