Maintenance Certificate

End User: Tata Steel Limited

Serial Number: S022019448

M&S Agreement number for: S022019448 - 2022

Maintenance & Support is for the period: 22/07/2022 - 21/07/2025

Products: 50*PAS-USER-PERP

First Line Support: Connectivity IT Solutions Tel:
Second Line Support: INFLOW TECHNOLOGIES PVT. LTD
(Formerly known as Ensicomm Solutions Pvt. Ltd) (Formerly known as Ensicomm Solutions Pvt. Ltd)
A3, I Floor, Venkatnarayana Road, T.Nagar A3, I Floor, Venkatnarayana Road, T.Nagar
Palani Towers Palani Towers
New no.65, Old No.
Tel:
Third Line Support:

Cyberark Software (Singapore) Pte. Ltd. Support phone number: +65-6460 4254

CyberArk commits to provide
   o   Unlimited telephone and Web support for two (2) registered contacts on a 24 hours basis and seven days a week;
   o   Software subscription which includes Updates and Patches;
   o   Optional Patch distribution service via the Cyber-Ark Vault™;
The following definition shall apply with respect of response time and resolution procedure:
Business Day - Any day other than Saturday and Sunday or national holiday in Singapore Business Hours - 09:00 – 18:00 (SGT Time)

Coverage is based on 24*7 Support

Call Severity	Initial Telephone Response	Action	Patch / Work Around
Critical Event	2 Hours	Work Continuously until problem is fixed	As Required
Serious Event	4 Hours	Work Through Normal Business Day	As Required
Moderate Event	6 Business Hours	Reasonable - As Resources Are Available	None
Minor Event	12 Business Hours	Reasonable - As Resources Are Available	None

(All dates in this form are in the format of dd/mm/yyyy)