



## Maintenance Certificate

End User: "Tata Steel Limited"

**The maintenance & support is for the period dates:** July 22, 2022- July 21, 2025

**Products:**

Product Name	Product Code	Quantity
Multi-factor Authentication - B2E, price per user per month	IMFA-B2E-USER-SAAS	300.00

**First Line Support:**

Connectivity IT Solutions

**Second Line Support:**

Inflow Technology Pvt Ltd +91.8041265151

**Third Line Support:**

Cyber-Ark Software, Tel: +65-64604254

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:

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