

Trend Micro Global Severity Level Definitions and Target Initial Response Times

As of January 1, 2019

Trend Micro will make a commercially reasonable effort to ensure that its technical staff promptly answer Customer's calls, respond to Customer's questions, and correct software/service deficiencies, according to the severity definitions and target initial response times identified in the table below:

Incident Severity	Basic Description of Incident Severity	Target Initial Response <i>Standard Support</i>	Target Initial Response <i>Premium Support</i>	Additional Notes
Severity 1 CRITICAL	<ul style="list-style-type: none"> Issues where major Trend Micro product or service components are rendered inoperable. Critical impact to business operations. No workaround available. Around-the-clock Customer and Trend Micro commitment to address the incident. 	<ul style="list-style-type: none"> Within 1 hour 	<ul style="list-style-type: none"> Within 30 minutes 	<ul style="list-style-type: none"> Incident may be submitted online, but must be followed-up immediately with a telephone call for urgent assistance in order to qualify as a Severity 1. If Customer does not assign (or otherwise make available) an around-the-clock resource to engage with Trend Micro during the troubleshooting phase, the case will automatically be reclassified as a Severity 2 until such time as the necessary Customer resource will be available.
Severity 2 HIGH	<ul style="list-style-type: none"> Major Trend Micro software performance or service operation components severely impaired or degraded. Significant impact to business operations. 	<ul style="list-style-type: none"> Within 4 Trend Micro local business hours 	<ul style="list-style-type: none"> Within 2 Trend Micro local business hours 	<ul style="list-style-type: none"> May be submitted online or via telephone. Support personnel are working full time on incident during local business hours.
Severity 3 MEDIUM	<ul style="list-style-type: none"> Major Trend Micro software or service function impaired but operational. Minor Trend Micro product or service component function not working as documented. Medium to low business impact. Workaround available. 	<ul style="list-style-type: none"> Within 1 Trend Micro local business day 	<ul style="list-style-type: none"> Within 4 Trend Micro local business hours 	<ul style="list-style-type: none"> May be submitted online or via telephone.
Severity 4 LOW	<ul style="list-style-type: none"> Cosmetic Trend Micro impairment or request for enhancement feature. Little or no business impact. No immediate resolution required. Request for general information or questions. 	<ul style="list-style-type: none"> Within 2 Trend Micro local business days 	<ul style="list-style-type: none"> Within 1 Trend Micro local business day 	<ul style="list-style-type: none"> May be submitted online or via telephone. Feature requests General questions

While each Customer will have input into the determination of the appropriate Severity level of each incident, the final determination shall be made solely by Trend Micro.

Please note that these are non-binding service level targets, and while reasonable efforts will be made to achieve these targets, failure to do so is not considered a material breach of any agreement, nor can Trend Micro be held liable, financially or otherwise, on missed targets.