



Terms of Service and Support Glossary

Standard Success

Snyk-led services designed to help you quickly and successfully derive value throughout your security journey with Snyk.

Digital Success Offering	Description
<ul style="list-style-type: none"> Group kickoff sessions 	Instructor-led group sessions that span various topics from onboarding to integration deep-dives
<ul style="list-style-type: none"> Digital learning resources 	Onboarding guides and documentation with best practices for a successful rollout. Free access to our learning platform https://training.snyk.io/
<ul style="list-style-type: none"> Periodic events, including product how to sessions and monthly office hours 	Live group sessions for insight into getting started and to ask any questions you may have as you rollout Snyk
<ul style="list-style-type: none"> Access to an online customer community 	Interact with, and learn from, other Snyk customers and DevSecOps enthusiasts
<ul style="list-style-type: none"> Access to the technical support portal and library of documentation & best practices 	Gain access to the support resources you need to ensure success
Enterprise Success Offering	
<ul style="list-style-type: none"> Ongoing guidance and support 	Regular business reviews with your assigned Account Team (could include any combination of Account Executive, Solution Engineer and/or Technical Success Manager)
<ul style="list-style-type: none"> 30 days implementation guidance and training 	Implementation Service is provided by a named contact (i.e. Implementation Consultant) that works with the customer team to provide accelerated time to value with, planning, onboarding and enablement resources and expertise during implementation and available during the first 30 days of your contract (or

	mutually agreed upon 30-day timeframe)
<ul style="list-style-type: none"> Post Implementation Customer Business Review 	Upon completion of Implementation engagement, customer will participate in a Post Implementation Business Review based on mutually agreed upon exit criteria.
<ul style="list-style-type: none"> 24x5 Support 	Snyk support engineers actively respond to tickets 24 hours a day, Monday to Friday.

Premium Success Bundle

Snyk-led services providing extended, in-depth, and skilled expertise to help you maximize your investment with Snyk.

Offering	Description
<ul style="list-style-type: none"> Ongoing guidance and support 	Regular business reviews with your assigned Account Team (could include any combination of Account Executive, Solution Engineer and/or Technical Success Manager)
<ul style="list-style-type: none"> Post Implementation Customer Business Review 	See below
<ul style="list-style-type: none"> 24x7 Support 	Snyk support engineers actively respond to tickets 24 hours a day, Monday to Friday. For urgent customer issues outside of 24x5, Snyk provides an SLA and a 24 hour support telephone number. This is served by a telephone answering service which triggers our on-call engineers.
<ul style="list-style-type: none"> Prioritized Support ticket routing 	Tickets raised on Premium Care are automatically routed to Snyk support engineers and prioritized ahead of non premium ticket traffic.
<ul style="list-style-type: none"> Enhanced Support SLAs 	Faster first response SLA and ticket updates. See SLA response table for premium support below.

<ul style="list-style-type: none"> ● Private slack channel 	Direct engagement over Slack with your Technical Account team to encourage collaboration
<ul style="list-style-type: none"> ● Technical Success Manager 	Named Technical resource assigned to your account to support your Snyk implementation as it grows and evolves

Implementation Services (for 60 or 90-day only)

Implementation Service is provided by a named contact (i.e. Implementation Consultant) that works with the customer team, on an as needed basis and at the request of the customer, to provide accelerated time to value with, planning, onboarding and enablement resources and expertise during implementation.

- Planning Support: Snyk Implementation experts will lead customer representatives in pre-planning call to define success criteria and host a project kick-off meeting and coordinate Status Calls to monitor progress. Upon completion of Implementation engagement, customer will participate in a Post Implementation Business Review based on mutually agreed upon exit criteria.
- Success Planning: Snyk will work with customers to understand and document the specific goals they are looking to achieve through their deployment of Snyk throughout their organization. In addition, Snyk will recommend the optimal workflow and points of integration to help the customer best achieve their stated goals.
- Onboarding Guidance: Snyk will conduct a guided technical set up for SSO and Broker features, Perform a guided implementation of one standard workflow and additional guided implementations based on the product package selected for the subscription term.
- Complete DevSecOps Capability assessment: Snyk will facilitate a live workshop to assess the customer’s organization along Snyk’s DevSecOps Capability framework. As part of this assessment, we will establish a baseline maturity state and will help customers set goals for how they can improve both their overall DevSecOps capabilities as well as how they can specifically leverage Snyk to shift left in their own DevSecOps process.
- Enablement Support: Snyk resources will lead an Admin UI training, and a Developer training at a time that is requested by the customer
- Ongoing Support: During the duration of the implementation engagement, the Snyk team will engage directly with end users in a private, shared Slack channel to help answer product questions and connect users with training content, FAQs and other support resources

The customer will engage Snyk for a kickoff call within 30 days of the contract start date, at a time that is mutually agreed upon by the parties. The Snyk implementation services must be used within 90 days of the contract start date for the 60 day implementation service offering and within 120 days of the contract start date for the 90 day implementation service offering.

Technical Success Manager

Maximize the value out of Snyk products by leveraging assigned expert and proactive resources

For items below, see detailed descriptions above. These services will be delivered by the assigned TSM on an as needed basis, at the request of the customer:

- DevSecOps Capability Assessment
- Guided technical set-up for SSO & Broker
- Project Kick-Off and Success Planning
- Guided Implementation of standard and custom workflow
- Live Admin Trainings
- Live Developer Training Sessions

In addition to the onboarding services listed above, a Technical Success Manager will also provide ongoing engagement, as requested, throughout the duration of the contract, including:

- Regular Business and Deployment Optimization Reviews - Snyk will provide quarterly business reviews back to customer to demonstrate progress achieved against the success criteria established during implementation. In addition, Snyk will provide semi-annual deployment optimization reviews to help ensure customer is leveraging the latest Snyk functionality and that the deployment has been optimized for any changes in the customer's tech stack or use case.
- Weekly Deployment Stand-Up and Project Status Calls - during critical periods of implementation or developer roll-out, Snyk will conduct weekly stand-ups and help provide general project management tracking over the Snyk implementation project.
- Technical Support Escalation Management - The Snyk TSM will help customer prioritize any open support or product tickets to help provide one voice from Snyk. We will also help advocate internally for specific product needs and help connect customers with relevant experts within Snyk to assist with specific challenges.
- "Stranger Danger" Live Hacking Session - During this live hacking session, we'll exploit an application as an attacker would to show threats, vulnerabilities, and misconfigurations that are most common in cloud native apps. Then, we'll show you how you can protect your application through clear remediation actions and best practices for each attack scenario.
- 2x annual onsite visits - Where requested, the TSM will make up to 2 onsite visits to provide customer workshops, trainings or to conduct business reviews (Travel expenses passed through at cost)

Premium Support Definitions & Descriptions

Severity Definitions

Severity Level	Impact	Description
Urgent (Severity 1)	Critical	Snyk critical failure that impacts Licensee's operations and prevents Licensee's work from being done with no workaround.

High (Severity 2)	Major	A major function of the Snyk service is not operational but Licensee's operations are not affected, or operations are possible with a workaround.
Normal (Severity 3)	Low	Minor defect in the Software or Platform with minor or no effect on Licensee's operation.
Low (Severity 4)	Trivial	Trivial defect in the Software or Platform with little or no impact on Licensee's operation.

SLA Response Times for Premium Support

Severity Level	Contact Method	Response Time
Urgent (Severity 1)	Phone Call	1 hour to initial response and acknowledgement, with updates every 8h until resolution (including workaround, which will reclassify the incident as Severity 2).
High (Severity 2)	Email or Web Portal	2 hours to initial response and acknowledgement, with email updates every 16h until resolution (including workaround, which will reclassify the incident as Severity 3).
Normal (Severity 3)	Email or Web Portal	8 hours to initial response and acknowledgement, with email updates every 32h until resolution.
Low (Severity 4)	Email or Web Portal	12 hours to initial response and acknowledgement, with email updates every 48h until resolution.

SLA Response Times for Enterprise Success

Severity Level	Contact Method	Response Time
Urgent (Severity 1)	Phone Call	2 hours to initial response and acknowledgement, with updates every 12 hours until resolution (including workaround, which will reclassify the incident as Severity 2).
High (Severity 2)	Email or Web	4 hours to initial response and

	Portal	acknowledgement, with email updates every 24 hours until resolution (including workaround, which will reclassify the incident as Severity 3)
Normal (Severity 3)	Email or Web Portal	12 hours to initial response and acknowledgement, with email updates every 48h until resolution.
Low (Severity 4)	Email or Web Portal	24 hours to initial response and acknowledgement, with email updates every 72h until resolution.

Service Level Agreements (SLA) details

- Snyk will prioritize all Support Requests based on its reasonable assessment of the severity level of the problem reported; and use all reasonable endeavors to meet the timescales specified in the table above.
- SLA times listed are the time frames in which you can expect the first response.
- Snyk Support will make a best effort to resolve any issues to your satisfaction as quickly as possible. However, SLA times are not to be considered as an expected resolution / fix time.

Definitions of Snyk Global Support Hours

- **24x5** Snyk support engineers actively respond to tickets 24 hours a day, Monday to Friday.
- **24x7** Snyk support engineers actively respond to tickets 24 hours a day, Monday to Friday. Plus, for **urgent customer issues** outside of 24x5, Snyk provides an SLA and a 24 hour support telephone number. This is served by a telephone answering service which triggers our on-call engineers.