CUSTOMER SUPPORT AND CUSTOMER SUCCESS DATASHEET

At Nok Nok, our customers are our mission. And we understand that our success is tied to yours, which is why we provide our customers with multiple ways to engage with us to enable them to be successful:

- Training: Increase knowledge and readiness

- Professional Services: Accelerate internal projects

- **Customer Support: Maintain deployed infrastructure**

- **Customer Success: Achieve business objectives**

This datasheet covers two core offerings: Customer Support and Customer Success. Nok Nok Customer Support and Customer Success provide technical support to maintain your deployment and to help achieve your business objectives.

Training and Professional Service packages are separate offerings. Training and Professional Services can help you plan, test, integrate and deploy the Nok Nok solutions effectively and successfully.

Our world-class technical support team goes the extra mile to address our customers' requirements with quality, accuracy, and speed. We have different Customer support offerings that enable customers to choose what will best meet their needs: Self-Serve, Basic, Premium and Elite Support. Our robust, Self-Service Support Portal allows customers to access the latest technical content, stay current on new release features, and engage with Nok Nok experts. Basic Support provides assistance during normal business hours and is included with a license to the Nok Nok software.

Because authentication is the front door to customer services, Nok Nok Premium Support and Elite Support are intended to provide customers with additional services to meet robust deployment requirements with the highest support levels to ensure maximum availability.

Designated support teams are included with Elite Support, and help to align your business objectives and initiatives with Nok Nok's capabilities in order to drive the desired outcomes. We help you to get the maximum value from the Nok Nok solution, and provide insight into Nok Nok's product roadmap, and proactively identify ways we can deliver additional business value.

Designated support teams include a customer success resource that serves as a management-level liaison and point of contact between the customer's organization and different Nok Nok teams. This resource will also coordinate quarterly account reviews to assess progress against business objectives, ensure capabilities are understood and being leveraged to meet current and future goals, review product roadmaps and share market trends while gathering input on future enhancements.

FIND OUT MORE

For more information about Nok Nok Support, please visit https://noknok.com. Nok Nok educational videos are available at https://noknok.com/resources/videos/. To try Nok Nok's solutions, please visit https://www.noknok.com/demonstration.

	SELF-SERVE	BASIC	PREMIUM	ELITE
Applicability	Free Trials	For paid offerings	Option for all paid offerings	Option for all paid offerings with $200k+ annual license fee
Pricing	N/A	Included in offering	+10% of annual license fee	+25% of annual license fee, minimum $50k per year
Channels	Email	Email & Web Portal	Email & Web Portal & Phone	Email & Web Portal & Phone
Availability	Business hours	Business hours	24x7 for critical issues	24x7 for critical issues
Service Level	-	Reasonable commercial effort	Defined premium support response time by severity level (SL). **SL1 response time: 2 hrs**	Defined elite support response time by severity level (SL). **SL1 response time: 30 mins**
Account Reviews	No periodic account reviews	No periodic account reviews	Periodic account reviews up to 2x per year.	Periodic account reviews up to 4x per year. Annual roadmap and whitespace analysis meetings.
Additional Benefits	Knowledge Base, product documentation, and educational videos	Knowledge Base, product documentation, and educational videos	Knowledge Base, product documentation, and educational videos 1 day of online configuration training for up to 10 people.	Knowledge Base, product manuals, and educational videos 1 day of online configuration training for up to 10 people.
Designated Team	-	-	-	**Designated support team** that helps to achieve your desired outcomes. A customer success resource is assigned.

SEVERITY LEVEL	DEFINITION	PREMIUM RESPONSE TIME	ELITE RESPONSE TIME
SL1	A Service failure or severe degradation with major impact on customer operations. Customer is unable to access any business resources.	Within 2 hours via email and Support Portal. 24x7 continuous effort to resolve.	Within 30 minutes via email and Support Portal. 24x7 continuous effort to resolve. Escalation time: 4 hrs
SL2	A partial Service failure or mild degradation with significant impact on customer operations. Customer is able to access some but not all business resources.	Within 8 hours via email and Support Portal. 24x7 continuous effort to resolve.	Within 60 minutes via email and Support Portal. 24x7 continuous effort to resolve. Escalation time: 8 hrs
SL3	Service degradation with minor impact on customer operations. Customer is able to access almost all business resources.	Within 24 hours via email and Support Portal. Continuous effort to resolve during normal business hours.	Within 24 hours via email and Support Portal. Continuous effort to resolve during normal business hours. Escalation time: 2 working days
SL4	Customer is able to access all business resources. Service feature enhancement request or how-to / product functionality questions.	Within 48 hours via email and Support Portal.	Within 48 hours via email and Support Portal. Escalation time: 10 working days

The Support Portal provides notifications on status changes via email. Additionally, customers can check the status of support cases at any time.

The Knowledge Base and product documentation are available through the Nok Nok Cloud portal.