



Technical Support Policy (TSP)



TABLE OF CONTENTS

1	GENERAL INFORMATION	3
2	SCOPE.....	3
3	DEFINITIONS.....	3
4	TECHNICAL SUPPORT OFFERINGS.....	5
4.1	Software Support and Maintenance.....	5
4.1.1	Active Support	5
4.1.2	Software Support and CVE Updates Only.....	5
4.1.3	Extended Support Agreement	5
4.1.4	Unsupported Versions	5
4.1.5	Patches and Releases.....	5
4.2	Hardware Warranty and Maintenance	6
4.2.1	Support	6
4.3	End of Sale (EOS)	6
4.4	End of Life (EOL)	6
4.5	Return Merchandise Authorization (RMA).....	6
4.5.1	RMA Issuance.....	6
4.5.2	Non-Returnable but Repairable Products.....	6
4.5.3	Repair vs. Replacement	7
4.5.4	Return Instructions	7
4.5.5	Receiving and Inspection	7
4.5.6	Return to Customer	7
4.5.7	Closure	7
4.6	Customer Responsibilities.....	7
4.6.1	Responsibilities	7
4.6.2	Exclusions.....	8
4.7	Contact Methods	8
4.8	Response Time Objectives	8
4.9	Trouble-Ticket Tracking Process	10
4.10	Resolution Process.....	10
4.11	Policy Amendments	11
4.12	Contact Information	11
4.12.1	Email Support	11
4.12.2	Website.....	11
4.12.3	Telephone Support	11

TABLES

TABLE 3-1: DEFINITIONS	3
TABLE 4-1: CLASSIFICATIONS FOR ERRORS AND RESPONSE TIMES.....	9



1 GENERAL INFORMATION

This Policy defines the Technical Support provided by Owl Cyber Defense Solutions, LLC (OWL), including software support, hardware warranty maintenance, and related service offerings. It outlines the expectations, responsibilities, and service levels applicable to both OWL and its Customers.

Because OWL software may be deployed on a variety of hardware platforms, this Technical Support Policy (TSP) distinguishes between software support terms and hardware warranty and maintenance terms, except where stated otherwise.

2 SCOPE

This Policy applies to Customers who have purchased Technical Support that is active with OWL. It governs all Technical Support interactions, including software support and maintenance, hardware maintenance, support requests, warranty claims, and escalation procedures.

OWL may subcontract certain Technical Support to authorized third-party providers to enhance regional coverage or availability. All subcontracted services are performed under OWL's direction and are subject to the same service levels and standards defined in this Policy

3 DEFINITIONS

Refer to Table 3-1: Definitions for definitions that apply in this TSP.

Table 3-1: Definitions	
Definition	Description
Active Support	Assistance provided for the current major release and the immediately preceding release of OWL's software.
Customer	Any individual or entity that has purchased, licensed, or otherwise obtained authorized use of OWL's products or services and uses the product in accordance with the OWL End User License Agreement (EULA), remaining in good standing under the terms of that agreement.
Documentation	The user/technical manuals, release notes, and other materials provided by OWL to support the use of its products.
End-of-Sale (EOS)	The date after which a product is no longer sold but continues to be supported by OWL.
End-of-Life (EOL)	The point at which the hardware or software is no longer sold, updated or supported.
Error	A failure of the product or related materials to conform substantially to its published specifications, resulting in incorrect operation, output, or information. Errors may occur in software (system error), hardware (hardware error), or documentation (documentation error).
Software Fix/Correction	A modification to the software intended to resolve an identified error, delivered through a patch, update or new release.

Table 3-1: Definitions

Definition	Description
Hardware Warranty and Maintenance	Services provided for configuring, troubleshooting, repair and/or replacement of hardware products.
ITS (Installation, Training, and Support) Team	OWL personnel provides post-purchase installation, training, and technical support to Customers.
Major Release	A new version of the software that introduces substantial changes in functionality or architecture.
Minor Release	A software version that includes incremental features, performance improvements, and general bug fixes
Patch/Hotfix	A targeted software update designed to address a specific error, security vulnerability, or production-blocking issue. It will be part of the next Major or Minor release.
Repair Services	Actions performed by OWL’s ITS Team to restore the software or supported hardware to operational conformity with its published specifications.
Return Merchandise Authorization (RMA)	The formal process by which Customers obtain authorization to return defective hardware for repair or replacement.
Service Level Objective (SLO)	The target time frames established by OWL for initial response and resolution of reported issues, based on severity level.
Severity Levels (P1-P4)	Standardized classifications used to define the impact and urgency of reported issues.
Active Software Support and Maintenance	Services provided by OWL’s ITS Team to assist Customers with software configuration, operation, troubleshooting, and implementation of any recommended workarounds. Includes access to major and minor releases, patches, Common Vulnerabilities and Exposures (CVE) updates and hot fixes.
Software Support and CVE updates only	Post-EOS Services - provided by OWL’s ITS Team to assist Customers with software configuration, operation, troubleshooting, and implementation of any recommended workarounds. With the exception of CVE updates, the software is not actively being updated (no new features or bug fixes).
Extended Support Agreement	This is a software support only service that OWL may choose to offer after a product reaches EOL. OWL’s ITS Team will assist Customers with software configuration, operation, troubleshooting, and implementation of any recommended workarounds for systems still under support and being used in live production environments.
Supported Hardware	Hardware models or versions explicitly covered by this Policy
Supported Software Version	The software releases that are actively maintained and supported by OWL.
Technical Support	Product support purchased for Software support and maintenance (section 4.1) and/or Hardware warranty and maintenance (section 4.2)

Table 3-1: Definitions

Definition	Description
Workaround	A temporary change in procedures or configuration implemented by the Customer to avoid or mitigate the effects of an error, without substantially impairing the normal use or functionality of OWL’s software.

4 TECHNICAL SUPPORT OFFERINGS

4.1 *Software Support and Maintenance*

4.1.1 **Active Support**

Active Support includes assistance with installation and configuration, guidance on general troubleshooting, error analysis related to supported software, implementation of work-arounds, as well as bug fixes, and routine maintenance for supported software.

Active support also includes access to minor software releases, and the delivery of patches and updates at no additional charge. Major releases are governed by OWL’s policies regarding access and eligibility. Subscription Customers may receive major release upgrades at no additional cost, while perpetual license holders may require a new license purchase.

Coverage applies to software through End of Sale (EOS) and until End of Life (EOL).

For a list of exclusions, refer to section 4.6.2.

4.1.2 **Software Support and CVE Updates Only**

This applies to products that have reached EOS but are still in use by Customers. Customers will receive all the support functions noted in 4.1.1. above, with the exception that only minor releases needed to address CVEs will be provided (no Major releases or feature enhancements).

4.1.3 **Extended Support Agreement**

Extended Support applies to legacy software versions that remain in production use but are beyond EOL and are no longer actively maintained for bug fixes, CVE updates, or enhancements. Customers may continue to access existing documentation, available workarounds and receive assistance from the ITS Team for operational issues. Extended Support is offered solely at the discretion of OWL.

4.1.4 **Unsupported Versions**

Unsupported software versions fall outside OWL’s maintenance and support obligations (see 4.1.3). Issues identified in these versions may not be investigated or resolved, and OWL does not guarantee the availability of workarounds or bug fixes.

4.1.5 **Patches and Releases**



OWL provides updates, patches, and releases for supported software versions. Critical Patches and Hotfixes are delivered for critical security vulnerabilities or production-blocking bugs on supported versions. Minor Releases: Include general bug fixes and new features to improve functionality.

Updates and releases are delivered through downloads, DVD, USB or other OWL approved distribution channels.

4.2 Hardware Warranty and Maintenance

4.2.1 Support

OWL's ITS Team provides installation, troubleshooting and diagnostic assistance for hardware issues. When a hardware problem is confirmed, the affected equipment will be repaired or replaced in accordance with the Return Merchandise Authorization (RMA) process described in Section 4.5.

OWL offers warranty coverage in one-, three- or five- year increments based on product with the option to renew continuously until the product reaches end-of-life (EOL).

The warranty coverage includes defects in materials and workmanship, as well as components subject to normal wear and tear (e.g., fans, hard drives, and power supplies) when failures occur under normal use. See 4.6.2 for a list of exclusions.

4.3 End of Sale (EOS)

Customers receive at least six (6) months' advance notice of the final sale date for products designated for discontinuation. The product will continue to receive maintenance/CVE updates but will no longer receive new features or enhancements. The End of Sale (EOS) period is targeted at three years, allowing Customers to continue operating affected products and plan for upgrades, or replacements. However, circumstances beyond OWL's control can sometimes shorten this time frame.

4.4 End of Life (EOL)

Customers receive at least six months' advance notice of the end-of-life date which concludes the EOS period. Limited parts and break-fix support may be available for a defined period after EOL, subject to inventory availability and the implementation of an OWL Extended Support Agreement. Owl will continue to support all current Active Software Support and Maintenance Agreements regardless of EOL status.

4.5 Return Merchandise Authorization (RMA)

4.5.1 RMA Issuance

If OWL determines that the product may be defective or otherwise eligible for return, OWL will issue an RMA number. This number is used to track the returned product through the repair or replacement process.

4.5.2 Non-Returnable but Repairable Products

For products that cannot be returned to OWL due to physical regulatory or security restrictions but remain repairable, OWL may provide a fee-based on-site or field repair service as an alternative to standard return-



and-replace procedures. If the unit cannot be returned to OWL and on-site repairs cannot be accommodated, a replacement unit will need to be purchased by the Customer. OWL can also collaborate with Customers to develop a proactive spare-unit strategy to support continuity in these circumstances.

4.5.3 Repair vs. Replacement

Depending on the company's policy and the product's warranty status, OWL will either repair the product or replace it with a new or refurbished unit. The choice between these options is at Owl's discretion, based on the nature of the problem and the terms of sale or warranty.

4.5.4 Return Instructions

Upon issuance of an RMA number, OWL will send the Customer detailed instructions for returning the product. OWL will provide shipping labels for standard repair or replacement returns. The defective unit is returned to OWL, where it will be repaired or replaced, and then sent back to the Customer.

OWL provided packaging requirements will specify the necessary steps to properly prepare the product for return. All return shipments will be conducted in accordance with the Customer's policies and procedures governing the shipment of unclassified and/or classified materials including any applicable government regulations.

Customers are responsible for securely packaging the hardware to ensure safe transport.

For RMAs or related correspondence, Customers will receive the appropriate return address and shipping instructions once the RMA has been issued.

4.5.5 Receiving and Inspection

Upon receiving the return, OWL checks the product to verify the defect or problem as described by the Customer. This phase can include testing the product to isolate any issues. The results may require OWL's support team to include the Original Equipment Manufacturer (OEM) to address issues. In this case, OWL will ship the product to the OEM facility for detailed analysis and problem resolution. All OWL activities will be tracked, and periodic updates provided to the Customer.

4.5.6 Return to Customer

After the product is repaired or replaced, OWL will return the product to the Customer (if applicable) or confirm the resolution of the RMA case. Tracking information is provided if the product is returned to the Customer.

4.5.7 Closure

The RMA process is complete once the Customer receives the repaired or replaced product. OWL will follow up with the Customer to ensure satisfaction with the resolution and the product is performing as expected.

4.6 Customer Responsibilities

4.6.1 Responsibilities

Customers are responsible for maintaining proper environmental conditions for OWL products, including



adequate power, environmental conditions (temperature, humidity, dust, etc.) and network connectivity.

Customers must provide diagnostic information as requested, including logs, error messages, reproduction steps, and any other information to enable problem resolution.

Unless a separate Operations and Maintenance (O&M) contract is in place with Owl to provide these services, Customers are responsible for maintaining regular system backups and applying vendor-provided updates and patches in a timely manner.

Customers are responsible for reapplying tamper evident tape/labels, per OWL provided procedure after authorized on-site repairs have been completed.

Customers are required to follow their internal security policies for decommissioning when a product is no longer operational, repairable or removed from the organization's operational mission. OWL must be notified of any decommissioned product, including its serial number.

4.6.2 Exclusions

OWL's Technical Support does not cover issues resulting from unauthorized modifications, improper installation, physical damage, misuse, accidents, fire, liquid, natural disaster, or power fluctuations.

Issues arising from third-party hardware, software, or integrations not supplied or supported by OWL are also excluded.

On-site services are excluded unless explicitly purchased. Training, consulting, and other additional services not directly related to troubleshooting technical faults are also outside the scope of standard support.

4.7 Contact Methods

OWL provides multiple channels for Customers to request assistance, including email, website, and telephone support. The contact details for each method are listed in Section 4.12.

Standard hours of operation are 8:00 a.m. to 5:00 p.m. Eastern Standard Time (EST), Monday through Friday, excluding OWL recognized holidays.

For Customers requiring support beyond standard operating hours (i.e. 24/7/365), Owl offers support agreements, outside of this Policy, for qualifying products to meet specific operational requirements. Parties interested in extended support hours should contact Owl for details.

Technical Support, correspondences, and official documentation are provided exclusively in English. OWL is not obligated to furnish translations or localized materials.

4.8 Response Time Objectives



Each reported issue is assigned to a severity level based on the classification of the Error and its impact. The severity level determines the expected response time. Table 4-1: Classifications for Errors and Response Times.

Table 4-1: Classifications for Errors and Response Times			
Severity Level	Definition (Customer Impact)	Examples	Response Time Objective
P1 (Critical)	Complete System outage, no workaround.	<ul style="list-style-type: none"> • Data not being received • No connectivity • Data received in error • System(s) does not boot • Critical hardware failure 	<ul style="list-style-type: none"> • Have a technician initially respond by telephone or email message to a reported Error within four (4) business hours of the time the incident is reported, subject to OWL’s standard hours of operation. • Provide Customer with daily or periodic reports on the status of the issue and OWL’s efforts to find a workaround or fix. • Implement a work around or an approved minor release (hot fix), as required, to resolve the issue in the short term. • Incorporate a permanent fix in a future release of the Application.
P2 (High)	Major function impaired, workaround may exist.	<ul style="list-style-type: none"> • Lack of functionality as designed • Software Update failures • Substantial performance degradation 	<ul style="list-style-type: none"> • Have a technician initially respond by telephone or email message to a reported Error within four (4) business hours of the time the incident is reported, subject to OWL’s standard hours of operation. • Provide Customer with daily or periodic reports on the status of the issue and OWL’s efforts to find a workaround or fix. • Implement a work around to resolve the issue in the short term. • Include a fix for the error in a future release of the Application.

Table 4-1: Classifications for Errors and Response Times

Severity Level	Definition (Customer Impact)	Examples	Response Time Objective
P3 (Medium)	Minor issue, cosmetics, informational, or minimal operational impact	<ul style="list-style-type: none"> Partial feature malfunction that does not affect main workflows (e.g. One dashboard or report failing to load) Misaligned buttons, incorrect icon states Configuration changes not applying automatically, but can be manually adjusted Occasional or intermittent performance lag not affecting overall data flow Minor error messages appearing without system crash or data loss Peripheral device issue (e.g., LED indicator or status light failure) 	<ul style="list-style-type: none"> Have a technician initially respond by telephone or email message to a reported Error within four (4) business hours of the time the incident is reported, subject to OWL’s standard hours of operation. Provide Customer with periodic reports on the status of the issue and OWL’s efforts to find a workaround or fix. A fix for the Error will be considered for the future release of the Application.
P4 (Low)	General question, documentation query, cosmetic issue.	<ul style="list-style-type: none"> Enhancement requests Information requests Documentation requests 	<ul style="list-style-type: none"> Have a technician initially respond by telephone or email message to the request within four (4) business hours of the time the incident is reported, subject to OWL’s standard hours of operation. Provide Customer with periodic reports on the status of the issue and OWL’s efforts to find a workaround or fix. A fix for the error will be considered for the future release of the Application.

4.9 Trouble-Ticket Tracking Process

All issues are recorded in OWL’s issue tracking system. Technicians continue to investigate reported problems until resolution, or a workaround is provided. Customers receive a tracking number for reference and ongoing communication.

OWL makes reasonable efforts, during standard Technical Support hours, to correct verified errors in the most current and immediately preceding supported versions. Corrections may include patches, updates, or upgrading to a current software release. Temporary workarounds may be provided until a permanent fix is available.

4.10 Resolution Process

Upon receiving a reported issue, OWL performs an initial assessment to verify severity, confirm required



Customer information and ensure the problem is accurately documented.

Next, the ITS Team conducts remote diagnostics to isolate the root cause and identify possible workarounds. Once the issue is understood, appropriate fixes or workarounds are implemented for supported software versions.

After the correction, OWL verifies that the issue has been resolved and that system functionality has been restored. Customer confirmation may be requested to ensure satisfaction. The final resolution is documented in OWL's issue tracking system

4.11 Policy Amendments

OWL reserves the right to modify, amend, or update this Policy at its discretion to reflect changes in business practices, technology, or regulatory requirements. Customers will be notified of material changes at least thirty (30) days in advance through official communication channels such as email or postings on the company website.

4.12 Contact Information

Customers may request technical support through several official channels.

4.12.1 Email Support

Email inquiries can be submitted to support@OWLcyberdefense.com for assistance with troubleshooting, maintenance, or general questions.

4.12.2 Website

Customers may request technical support through the website at <https://OWLcyberdefense.com/technical-support/>.

4.12.3 Telephone Support

For telephone support, Customers can reach OWL's ITS Team at [+1 203-894-9342](tel:+12038949342) during standard support hours. If an OWL support technician is not available, calls will be handled by a contracted answering service that records the relevant information and ensures prompt follow-up by an OWL representative.