

# KnowBe4 Support

The following detailed service parameters are the responsibility of KnowBe4 at no additional cost to the customer (unless otherwise specified).

## Service Scope:

### 1. Manned telephone support:

- 6:00 A.M. to 9:00 P.M. Monday – Friday (EST/EDT) (US Based Operations)
- Calls received out of office hours will create a ticket and placed in the ticket queue

### 2. Manned ticket support:

- 6:00 A.M. to 9:00 P.M. Monday – Friday (EST/EDT) (US Based Operations)
- 9:00 A.M. to 6:00 P.M. Monday – Friday (GMT) (UK Based Operations)
- 9:00 A.M. to 6:00 P.M. Monday – Friday (SAST) (South Africa Based Operations)
- 9:00 A.M. to 6:00 P.M. Monday – Friday (SGT) (Singapore Based Operations)
- 9:00 A.M. to 6:00 P.M. Monday – Friday (JST) (Japan Based Operations)
- 9:00 A.M. to 5:00 P.M. Monday – Friday (AEST) (Australia Based Operations)
- 9:00 A.M. to 6:00 P.M. Monday – Friday (CET) (Netherlands Based Operations)
- 9:00 A.M. to 6:00 P.M. Monday – Friday (BRT) (Brazil Based Operations)
- 9:00 A.M. to 6:00 P.M. Monday – Friday (GST) (Dubai Based Operations)

Tickets received outside of office hours will be worked by the next available operations center, however no action can be guaranteed until the next working day. Support is prioritized by subscription level and impact.

### 3. Remote assistance using screen sharing applications when available and required.

### 4. KnowBe4's obligations to provide support include, without any additional charge, training and assistance in the use and operation of the Software and fixing any errors or any failure of the Software to operate as warranted.

### 5. Priority Level Support: Tickets are routed to the top of the queue for Platinum/Diamond level customers to receive Core and Advanced support.