WALLIX
CYBERSECURITY SIMPLIFIED

MAINTENANCE & SUPPORT / SERVICE LEVEL

Maintenance Service Level	BRONZE	SILVER	GOLD	PLATINUM
Access to New Software Versions	X	X	X	X
Access to Hotfixes	X	X	X	X
Access to Support – Monday to Friday (excluding holidays) 8:00 - 19:00, CET – EMEA 8 :00 AM - 5 :00 PM – EST	X			
Access to Support – 7 days a week 8:00 - 19:00, CET – EMEA 8 :00 AM - 5 :00 PM – EST		X		
Access to Support – 24/7			X	X
Technical Account Manager (Only available for license purchases over 350k€)				X
Number of Portal Access accounts	2	4	6	6
Response Time	D+1	H+4	H+2	H+2

MORE INFORMATION

WALLIX
CUSTOMER SUPPORT CENTER

Tél. : +33 1 70 36 37 50
+1 438-777-9439

www.wallix.com

WALLIX
CYBERSECURITY SIMPLIFIED

Maintenance & Support Contract

WALLIX – Customer Support

- By phone : **+33 (0)1 70 36 37 50**
  - Europe, Middle East and Africa : **+33 (0)1 70 36 37 50**
  - Americas : **(+1) 438-777-9439**
- At the link : **https//support.wallix.com**

WALLIX support and maintenance are provided under our General terms of Services:

https://www.wallix.com/EULA/T&C_MAINTENANCE-SUPPORT_WALLIX__v04_2022_ENG.pdf

Contract Number : Q-46163 | CS_2023-06-30-7793

Start date : 01/07/2023

Contract Amendment :

WALLIX vouches that :

The Company
Corporate Name : CENTRE FOR HUMAN RESOURCE DEVELOPMENT JSC

Headquartered
Street : SYGANAK STREET, 70, "SYGANAK" BUSINESS CENTER
Postal Code : 010000
City : NUR-SULTAN **Country :** Kazakhstan

Implementation address
Company : CENTRE FOR HUMAN RESOURCE DEVELOPMENT JSC
Street : SYGANAK STREET, 70, "SYGANAK" BUSINESS CENTER
Postal Code : 010000
City : NUR-SULTAN **Country :** Kazakhstan

Has subscribed to a support contract for WALLIX security solution :
Product Reference : PAM_WSM_BR

Support Level :
Bronze

End of contract (support software) :
30/06/2024