

Immersive Labs Premium Support - Statement of Work (SOW)

All customers can access Immersive Labs' standard Customer Support as set out in the Immersive Labs [Products and Services Guide](#). This standard support package offers self-help resources 24 hours a day via our [support portal](#) and access to technical experts during normal business hours who will respond to any faults with the Platform within defined SLAs.

However, some customers require additional support to accelerate their time to value. Where expressly stated on the applicable order form, Immersive Labs provides Premium Support, which includes a premium level of technical and business support with access to Immersive Labs' Cyber Resilience Team (CRT).

All services provided under this SOW are subject to the underlying [master services agreement](#) (MSA). If there is any conflict between this SOW and the MSA, the MSA shall take priority.

Premium Support provides:

- Customized platform training for onboarding or new releases, delivered by your Customer Success Manager
- Priority support ticket handling
- Dedicated Slack channel for real-time communications with the account team
- Access to a 24x7 call center for support ticket submissions
- Assistance to leverage new software features
- Availability of Cyber Resilience Team, as outlined below

Cyber Resilience Team (CRT) - includes limited delivery of the following:

An assigned Cyber Resilience Advisor can work with you to:

- Understand and adopt your cyber resilience strategy and aims.
- Measure your current decision-making, judgment, and technical cyber capabilities.
- Develop and deliver a comprehensive calendarized exercise and upskilling program tailored specifically to your requirements.
- Deliver exercise facilitation and debrief sessions using reflection learning methods.
- Be your SME for consultation to develop customized crisis scenarios and skills plans.
- Gain insight and actionable intelligence from reports indicating strengths and improvement opportunities with clear recommendations.
- Regularly review and adjust your cyber resilience program to ensure consistent relevancy and effectiveness.

Support services delivered by the CRT as part of the Premium Support package will vary on a customer-by-customer basis, proportional to the spending on Immersive products. The standard CRT services package is listed below but can be amended by agreement between the customer and Immersive. The Customer must consume these offerings and deliverables during the Term, which shall not be carried forward, credited, or refunded if unused.

| Premium Support ARR levels (in USD): | Delivery Phases | | | |
|--------------------------------------|---|-----------------|---|---|
| | Strategy | Measure | Build | Prove |
| <=\$250k ARR | 1 x Kick-off Session 1 x Strategy sessions | 3 x Assessments | 6 x Exercises 1 x Custom Scenarios (Crisis/Team Sim) Skills Map & Content Inventory | 2 x Insight Reports 1 x End of Year Report |

| | | | | |
|-------------|---|-----------------|--|---|
| | | | 3 x Cyber Skills Plans | |
| >\$250k ARR | 1 x Kick-off Session 2 x Strategy sessions | 6 x Assessments | 12 x Exercises 2 x Custom Scenarios (Crisis/Team Sim) Skills Map & Content Inventory 6 x Cyber Skills Plans | 3 x Insight Reports 1 x End of Year Report |

Subprocessor information:

If the customer uses the dedicated Slack channel feature of this Premium Support offering, the customer acknowledges and agrees that Slack Technologies, Inc (Slack) will become an additional sub-processor of customer personal data. Slack will process the name, email address, and organization name of the customer user and any other data the customer user inputs into the tool as part of its communications with Immersive Labs. Slack hosts data in AWS data centers in the United States. The complete list of Immersive Labs sub-processors can be found [here](#) for completeness.

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This SOW was last updated on 1 August 2024

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