TRELLIX THRIVE SERVICE DESCRIPTION (updated 6 February 2025)

This Trellix Thrive Service Description should be read in conjunction with the Technical Support Terms and Conditions, which are incorporated into this document by reference. Capitalized words in this description have the same meaning as set forth in the Technical Support Terms and Conditions, unless otherwise defined herein.

Trellix Thrive Success Offerings for Commercial and Public Sector

Trellix Thrive Success offers three levels that can be purchased with any of Trellix's Software or Cloud Products ("Products"). This document provides a description of the levels and the features included within each level.

Trellix Thrive Essential is a base offering included in all Trellix subscription software purchases, and available for purchase for customers with perpetual licenses. Customers who have Trellix Thrive Essential will receive technical support and online training through the Trellix Thrive portal. Trellix Thrive portal is a personalized connection to Trellix for accessing support, knowledge, and e-learning to maximize the value of Trellix assets. For more detail, please refer to Table 1 below.

Trellix Thrive Advanced is available to all Trellix customers as a purchased upgrade. Customers purchasing Trellix Thrive Advanced will receive everything included in Trellix Thrive Essential as well as additional support modalities and higher-level support service level objectives (SLOs) as well as Advanced Case Routing (defined below) for Severity 1 cases.

Trellix Thrive Advanced customers will also receive an entitlement of Trellix Flex Credits, giving access to Trellix Flex Services defined below. Flex Services are delivered by solution specialists who assist with best practices for operating Products. For more detail, please refer to Table 1 below.

Trellix Thrive Elite Trellix Thrive Elite is available to all Trellix customers as a purchased upgrade. Customers purchasing Trellix Thrive Elite will receive everything included in Trellix Thrive Advanced. Customers who have Trellix Thrive Elite will receive the highest level of support SLOs as well as Advanced Case Routing on all support cases. Trellix Thrive Elite customers also receive an entitlement of Trellix Flex Credits, giving access to Trellix Flex Services. Flex Services are delivered by solution specialists who assist with best practices for operating Products. For more detail, please refer to Table 1 below.

Trellix Thrive Advanced Public Sector is available to all Trellix Public sector customers as a purchased upgrade. Customers purchasing Trellix Thrive Advanced Public Sector will receive everything included in Trellix Thrive Essential as well as additional support modalities and higher-level support service level objectives (SLOs) and Advanced Case Routing (defined below) for Severity 1 cases.

Trellix Thrive Advanced customers will also receive National/US Citizen support. Flex Services are delivered by solution specialists who assist with best practices for operating Products. For more detail, please refer to Table 1 below.

Key Features of Trellix Thrive Programs:

Table 1: Trellix Thrive Success Programs for Commercial

Feature	Essential	Advanced	Elite
Support Features			
Services Portal, Online Resources	✔	✔	✔
SLO (S1 &S2 / S3 / S4)	Refer to Table 3 below	Refer to Table 3 below	Refer to Table 3 below
24x7x365 Phone Support	S1 only	✔	✔
Live chat, Email case submission		✔	✔
Advanced Case Routing		S1 only	✔
Case Prioritization		Over Essential	Over Advanced
Designated Success Engineer			Flex Credits
National Support			Flex Credits
Education Features			
Digital, self-guided training	✔	✔	✔
Menu of flexible education services	For Purchase	Flex Credits	Flex Credits
Professional Services			
Menu of proactive success services	For Purchase	Flex Credits	Flex Credits
Menu of consulting services			
Menu of intel services			

Table 2: Trellix Thrive Success Programs for Public Sector

Feature	Essential	Advanced-PubSec	Elite-PubSec
Support Features			
Services Portal, Online Resources	✔	✔	✔
SLO (S1 &S2 / S3 / S4)	Refer to Table 3 below	Refer to Table 3 below	Refer to Table 3 below
24x7x365 Phone Support	S1 only	✔	✔
Live chat, Email case submission		✔	✔
Advanced Case Routing		S1 only	✔
Case Prioritization		Over Essential	Over Advanced
Designated Success Engineer			✔
National Support		✔	✔
Education Features			
Digital, self-guided training	✔	✔	✔
Menu of flexible education services	For Purchase	For Purchase	Flex Credits
Professional Services			
Menu of proactive success services	For Purchase	1 Remote HealthWatch	150 Flex Credits
Menu of consulting services	For Purchase	No Flex Credits included. For Purchase or Add-On Flex Credits	150 Flex Credits
Menu of intel services	For Purchase	No Flex Credits included. For Purchase or Add-On Flex Credits	150 Flex Credits

Service Level Objectives (SLO)

Table 3 below outlines the response time objectives that Trellix strives to achieve with respect to submitted cases based on their case Severity Level. Response time is defined as the time from when a case has been submitted in the case management system by Customer to the time when a Customer Success Engineer has made contact regarding the issue reported in the case.

Table 3: Trellix Case Severity Descriptions and Service Level Objectives

	Description	Essential	Advanced	Elite
Severity 1 (S1)	Severe Issue or Business Wide Impact Example: Company wide network down or email outage. *Note: If you indicate a high severity case. You must be available to work the issue immediately and have access to the affected systems.*	60 minutes	30 minutes	15 minutes
Severity 2 (S2)	Major Issue or Large Impact Example: A significant portion of business is impacted by network disruption.	60 minutes	30 minutes	15 minutes
Severity 3 (S3)	Minor Issue or Small Impact Example: Infrequent BSOD impacting a limited number of systems.	12 hours	8 hours	4 hours
Severity 4 (S4)	General Questions Example: Temporary display issue or request for best practices or reference documentation.	24 hours (1 business day)	24 hours (1 business day)	8 hours

Advanced Case Routing: S1 cases for Advanced customers and all cases for Elite customers are routed to a Senior Customer Success Engineering team.

Advanced Partner Support: Trellix Partners purchasing Advanced Partner Support will receive Thrive Elite support features as outlined in Table 1. Flex Credits are not applicable to Advanced Partner Support. Advanced Partner Support will no longer be offered after 1 May 2024. Partner

support will transition to Thrive Elite for Managed Service Providers defined below.

Case Prioritization: Case prioritization is determined by Severity level and Thrive support level. If two cases of identical severity are received by Trellix Support at the same time, the case entered by the Customer at the higher Thrive support level will receive priority.

Customer Success Engineer/Senior Customer Success Engineer: Technical representative who is tasked with disposition and resolution of Customer support cases. A Senior Customer Success Engineer has received additional training and/or experience and is deemed better equipped to handle more complex Customer support cases.

Designated Success Engineer Thrive Elite Public Sector customers have an entitlement of a Designated Success Engineer (DSE). The DSE is a single point of contact and trusted advisor for the customer on technical issues, familiar with the customer context, providing and enabling proactive assistance and support, guidance and expediting services. The DSE is a subject matter expert supporting specified product expertise and will coordinate with other product DSE/SME's for input and technical solutions to ensure most relevant competence. DSEs are assigned on a 1-year term.

National Technical Support is designed for corporate Enterprises with complex environments who require technical support from U.S. or Singapore Nationals. Elite customers have an available option of using their Flex Credit entitlements towards receiving support solely for United States National Customer Success Engineers, or for Singapore customers from Singapore National Customer Success Engineers. Thrive Advanced Public Sector and Thrive Elite Public Sector clients are entitled to this support as part of the Thrive Public Sector Advanced and Elite programs. This entitlement ensures all support cases will be handled by a citizen as designated. Note, support of this program does not extend beyond personnel in the support organization. Cases may be reviewed by non-citizens if escalated to an engineering team.

Product Support Consistency

Upon purchasing a Product, the Customer must purchase the same level of Trellix Thrive for all Products. Failure to maintain consistency in support levels may result in a lower level of support.

Thrive Elite for Managed Service Providers

Managed Service Providers who subscribe to Thrive Elite will receive Thrive Elite support features as outlined in Table 1. Thrive Elite for Managed Service Providers is limited to 360 service requests per a 12 month period. Thrive Elite for Managed Service Providers includes a Designated Success Engineer with the capacity of up to 30 service requests per month. Thrive Elite for Managed Service Providers requires an annual subscription.

Upgrade/Downgrade of Trellix Thrive Support Levels

A Customer may only upgrade or downgrade Trellix Thrive Support levels in conjunction with a Product purchase.

Upgrades:

- When a Customer upgrades (from Essential to Adv/Elite or Advanced to Elite), the Customer will make that decision for a given renewal.

- At that time, the Customer's entire installed base will receive the upgraded level of support from their new Thrive support level.

- The Customer will only have the Flex Credits quantified by the purchases they have made. As the Customer completes the upgrade process through their future renewal cycles, they will receive additional Flex Credits accordingly.

- Trellix is essentially investing in the Customer upgrade by providing improved service ahead of specific product renewals.

    Downgrades:

- When a Customer downgrades from Elite/Adv to Adv/Essential, the reverse of the upgrade process occurs.

- At the time of the first downgrade renewal, the Customer will receive the downgraded level of support across the entire installed base.

- Customers will be able to continue to redeem Flex Credits until the last Flex Credit expiration, even if they have begun the downgrade process.

- With the exception of Flex Credits, the Customer may relinquish some benefits they previously received in Table 1 above.

Trellix Thrive Flex Services

Flex services are a new way to deliver expert led services at scale. These services are designed to be outcome driven to enable the Trellix solutions adoption journey of our customers and partners. This approach creates a modern consumption model that mirrors how we consume goods and services in today's world.

Customers at the Advanced or Elite level of Trellix Thrive will receive an entitlement of Flex Credits based upon the value of their Thrive purchase. The Flex Credits can be applied to any offering in the Flex Catalog of Services.

The Flex Service Catalog is available here. The Flex Service Catalog describes available services for which Flex Credits can be redeemed and approximately how many Flex Credits are needed to use the described service. The Flex Service catalog is published as a guide to Customers of service options and approximate Flex Credit value. The Flex Service catalog and listed Flex Credit value is subject to change without notice. For more information, please contact your Customer Success Manager to schedule services or receive additional information.

How to Redeem Flex Credits

Flex Credits can be redeemed by contacting a Customer Success Manager at Trellix. The Customer Success Manager will assist with the type and scope of services as well as scheduling resources.

Scope

Depending on the unique needs and scale of the Customer's environment, additional Flex Credits might be necessary to achieve the desired outcome beyond the established service guardrails. We encourage Customers to engage with our team to ascertain clarity and alignment on scope, prerequisites, and potential credit implications.

Additional Flex Credits

Additional Flex Credits can be purchased separately while a Customer is actively enrolled in Trellix Thrive Advanced or Elite. Flex Credits that are purchased separately will co-term with the Customer's existing term. In the event the Customer has multiple software order terms, Flex Credits will co-term with the longest term.

Custom Services

Flex Credits can be used for customized services beyond what is published in the Flex Services Catalog. The Customer Success Manager will assist in scoping custom services and informing the Customer of the number of Flex Credits required to perform the custom service. If a Customer does not have enough Flex Credits available, additional Flex Credits can be purchased separately.

Monetary Value

Flex Credits hold no monetary value outside of the Trellix Thrive program and therefore cannot be redeemed for purposes other than Flex Services.

Flex Credits cannot be refunded for a monetary value.

Expiration

Flex Credits will expire with the term of the Product. Flex Credits cannot be carried forward for usage beyond the product term. Unused Flex Credits cannot be refunded.

In a multi-year entitlement, Flex Credits will expire at the end of the longest order term, but an annual portion of the Flex Credits are required to be used. For example purposes only, should a Customer purchase a three-year term, the Customer would be expected to use one-third of its Flex Credits each year.