



In conjunction with Your purchase of Support and Maintenance Services and U.S. citizen support services, You agree to U.S. Citizen Support Services Supplemental Terms which are hereby incorporated into the End User License and Services Agreement between Ivanti and You (the "Agreement"). Ivanti may revise these Supplemental Terms for Support and Maintenance Services from time to time by publishing such updates at <https://www.ivanti.com/company/legal/US-Citizen-Support>. In the event that Ivanti makes any revision that includes a material change to these Supplemental Terms for Support and Maintenance Services during your current annual Support and Maintenance term ("Change"), Ivanti shall give you notice of such Change. You shall have thirty (30) days to object to any such Change by written notice to Ivanti, otherwise you agree to accept the Change and incorporate any such Change into the Agreement. If you reject the Change on a reasonable basis, the Parties shall work together in good faith to come to a mutual resolution of the issues. Capitalized terms not defined herein shall have the meaning set forth in the Agreement.

Overview and Eligibility

Ivanti U.S. citizen support services is an add-on service for customers that desire only U.S. Citizens to work on customers' support cases ("U.S. Citizen Support"). For the purposes of these Supplemental Terms, "U.S. Citizen" means any Ivanti support personnel which has presented proof of U.S. citizenship by: (a) U.S. passport, or (b) U.S. birth certificate along with a government-issued photo identification document.

U.S. Citizen Support is only available during U.S. business hours outlined in the Ivanti Support and Maintenance Services Supplemental Terms. Ivanti will automatically route all incoming support cases for customers that purchase the U.S. Citizen Support add-on to a special queue that is only visible to support personnel that are U.S. Citizens.

I. U.S Citizen Support Features

When You purchase U.S. Citizen Support, Ivanti will provide You with the following:

1. Ivanti places an identifier on Your account. Based on this identifier all incoming cases will automatically be routed to a special support queue that is exclusively managed by support personnel who are U.S. Citizens. These support personnel will work with You to resolve support cases and will follow strict guidelines on handling log files and other information that You may provide during the support case process.
2. When You call Ivanti support during U.S. business hours, the agent who receives the call will route the call to a U.S. Citizen and will inform You accordingly. Ivanti's support systems will identify and automatically route cases that are created online using Ivanti's support case center at https://success.ivanti.com/community_contactsupport. This ensures that Your cases are worked on by U.S. Citizens regardless of whether You created the case over the phone or online.
3. U.S. Citizen Support is only available Monday to Friday during U.S. business hours – 9:00 AM to 5:00PM (EST) for customers in the Eastern Standard Time zone and 9:00AM to 5:00PM (PST) for customers in the Pacific Standard Time zone.
4. If Ivanti engineering involvement is required to resolve an issue, the U.S. Citizen will ask for Your approval prior to providing any of Your information to an Ivanti software engineer who may or may not be a U.S. Citizen. In some cases, failure to provide relevant information to Ivanti engineering personnel may significantly delay the resolution of a case.

II. Your Responsibilities

Ivanti's obligation to provide U.S. Citizen Support is conditional upon You agreeing to the following:

1. You will instruct Your technical contacts to request personnel which are U.S. citizens whenever You interact with Ivanti support personnel.
2. You will provide Ivanti with all relevant information on the events that preceded the occurrence of the issue (including, but not limited to software version, log files, etc.).
3. You will, upon request by a U.S. Citizen, provide configuration, deployment type, and locations for devices that are facing the issue.
4. You will submit cases by either calling Ivanti's toll free phone numbers or creating a case online at https://success.ivanti.com/community_contactsupport.