SUPPORT TERMS

Last Updated: September 21, 2026 · Available at: https://www.cyberbit.com/legal

1. OVERVIEW

These Support Terms ("**Support Terms**") describe how Cyberbit provides technical support to customers of the Platform. These Support Terms are incorporated by reference into Cyberbit's Terms of Service available at https://www.cyberbit.com/legal/ (the "**Terms of Service**"). Capitalized terms not defined herein have the meanings given to them in the Terms of Service.

Cyberbit may update these Support Terms from time to time. Updates will be posted at https://www.cyberbit.com/legal and will take effect upon posting, provided that no update will materially reduce the support commitments applicable to a Customer's then-current access to the Platform pursuant to the applicable Order Form without thirty (30) days' prior written notice.

2. HOW TO CONTACT SUPPORT

Support requests must be submitted through one of the following channels:

- **Support Portal: https://helpcenter.support.cyber-range.com** (preferred channel for all requests)
- **Email:** support@cyberbit.com

Customer administrators are responsible for submitting support requests on behalf of their Users. Customer shall cause its Users to contact their Customer administrator for all support requests. Cyberbit does not provide direct User support except where expressly agreed in an Order Form.

3. SUPPORT HOURS

Cyberbit provides support during the following standard business hours, excluding Cyberbit-observed holidays:

Region	Support Hours	Days
Americas	9:00 AM – 5:00 PM Eastern Time (ET)	Monday – Friday
EMEA	9:00 AM – 5:00 PM Eastern European Time (EET)	Monday – Friday

For Severe and High priority incidents, Cyberbit's Platform monitoring and on-call response operates 24×7×365 regardless of regional support hours. See Section 5 for priority definitions.

4. LANGUAGE

All support communications are conducted in English.

5. PRIORITY LEVELS AND RESPONSE TIMES

When submitting a support request, Customer shall select the priority level that best describes the impact of the issue. Cyberbit reserves the right to reasonably reclassify the priority level based on its assessment of the actual impact.

Priority	Description	Response Time
Severe	Platform is unavailable or a substantial subset of core functionality is unavailable without a workaround; security or data integrity issues.	2 hours, 24×7×365
High	Intermittent issues, degraded system performance, or issues with an available workaround.	4 hours (during support hours)
Medium	Bugs and issues not classified as Severe or High that impact usability but do not prevent core use of the Platform.	2 business days (during support hours)
Low	Enhancement requests, general technical questions, and how-to inquiries.	4 business days (during support hours)

Response times represent Cyberbit's commitment to initial acknowledgment of a support request. Cyberbit will use commercially reasonable efforts to resolve all requests promptly but does not guarantee a specific time to resolution. Cyberbit will communicate progress on Severe and High priority issues at regular intervals until resolution.

6. SCOPE OF SUPPORT

Cyberbit's support covers:

- Incidents and errors affecting the Platform's primary interface and core functionality;
- Account access issues and Access Credential assistance;
- Questions about Platform features, Labs, Exercises, and AI Features;
- Billing and subscription inquiries directed to the appropriate team; and
- Guidance on Platform configuration within Customer's account settings.

Support does not cover:

- Third-party software, tools, or integrations not provided by Cyberbit;
- Issues caused by Customer's network, hardware, or systems;
- Issues arising from Customer's use of the Platform in violation of the Terms of Service or AUP;
- Custom development, professional services, or content creation (which may be available under a separate Order Form); or
- Features or functionality designated as beta or preview.

7. CUSTOMER RESPONSIBILITIES

To receive timely and effective support, Customer is responsible for:

- Designating and maintaining accurate administrative contact information for support communications in the applicable Order Form and within the Platform;

- Submitting support requests through the designated channels in Section 2 with sufficient detail to allow Cyberbit to reproduce or assess the issue;
- Making a Customer representative reasonably available to assist with diagnosis and testing during incident resolution; and
- Reporting Service Outages promptly and in accordance with the requirements of the Service Level Agreement (Appendix A to the Terms of Service) to preserve eligibility for Service Credits.

8. SCHEDULED MAINTENANCE

Cyberbit maintains a standing scheduled maintenance window, as set forth in the Service Level Agreement, and subject to the terms therein. Cyberbit may schedule additional maintenance windows upon at least two (2) business days' advance notice to Customer's designated support contact.

9. RELATIONSHIP TO SERVICE LEVEL AGREEMENT

These Support Terms operate alongside the Service Level Agreement set forth in Appendix A to the Terms of Service. The Service Level Agreement governs uptime commitments, Service Credit eligibility, and Customer's remedies for service availability failures. In the event of any conflict between these Support Terms and the Service Level Agreement, the Service Level Agreement shall control.