

## SYSTEM PROPOSAL

*Dear Sir,*

It is my sincere pleasure to offer your organization this **official proposal for our cyber intelligence system**.

The System is a high-end cyber intelligence platform dedicated to infiltrate PC computers, networks, mobile handsets, by using exploitations and dissemination operations. System enables intelligence agencies and law-enforcement organizations to conduct effective and scalable cyber intelligence operations covertly within individual End Point Devices of interest, their connected devices and between multiple computer networks.

System manages **all stages of the Cyber intelligence operation lifecycle**, utilizing a user-friendly operational interface. Proprietary infiltration agents are silently deployed into target PCs or mobile handsets with minimal requirement of target interaction. Once deployed, the untraceable agents immediately identify and map networks the target is connected to, including computer networks (either Workgroup or Domain-Controlled), social-media networks and web-mail services. In parallel, the agents gain root (a.k.a. system) privileges and initiate undetected data exfiltration tasks, throughout manipulation and control of device hardware and local programs (e.g. Communication Programs, Webcam, Microphone etc.).

Due to the sensitive and strategic nature of cyber intelligence operations the system is designed **as an off-the-shelf product, deployable as a stand-alone platform** at End-User facilities. Once deployed, the System is completely inaccessible to anyone from the outside to the End-User organization, guaranteeing maximum information security. Intelligence produced by the System and collaboration with other End-User systems may be facilitated via the local System API upon End-User request.

### SYSTEM MAIN BENEFITS

- Network-dedicated cyber infiltration system
- Revolutionary agent-dissemination and management capabilities
- Multiple and concurrent infiltration operations, conducted parallel to numerous live agents
- Unrivalled PC and mobile handsets access and manipulation toolset (i.e. control of target programs and hardware)
- One comprehensive system to manage all stages of the cyber intelligence operation
- Proprietary capabilities (i.e. not sourced or bought)
- Off-the-shelf, stand-alone design for virtually untraceable operations
- Deployment that includes advanced professional and technical training
- Robust and scalable system for future operational needs

**We are looking forward to meeting your cyber intelligence needs with the highest level of professional integrity.**

Sincerely,

**VP Sales**

## SYSTEM PRICING BREAKDOWN

NO.	ITEM DESCRIPTION	QTY.	TOTAL (EURO)
SYSTEM SW LICENSES			
1	<b>Main Modules</b>		
	> System SW modules supporting the following platforms:		
	o <b>Windows</b> (see Appendix A for full technical details)		<b>Included</b>
	o <b>iOS</b> (see Appendix C for technical details)		<b>Included</b>
	o <b>Android</b> (see Appendix D for technical details)		<b>Included</b>
	> Vulnerability chains embedded to support the platform		
	> Gathering of EPD (End Point Device) metadata		
	> Intelligence gathering from social media applications		
	> Manipulation of EPD hardware (microphone, camera, keyboard, screenshots)		
	> Intelligence gathered from messaging applications	1 Lot	
	> Interception of VOIP calls and regular voice calls		
	> 3-Tiered network harvest and visualization		
	> Multi-Agent command and control panel		
	> Admin panel for user rights permissions		
	> Temper-proof system audit and reporting		
	> Audit trail – including all authentication, authorization and access logging		
	> API for export of products and reports. Including evidence and evidence logging, using file transfer API. Each exported evidence will have timestamp and UID (Unique ID) related to the evidence. This information can be exported as a metadata file or thumbnail to the evidence file		
2	<b>Deployment Attempts</b>		
	Total number of agent deployment attempts	Unlimited	<b>Included</b>
3	<b>Agents Exfiltration Concurrency</b>		
	Total number of agents exfiltrating concurrently from all platforms	Up to 10	<b>Included</b>
4	<b>Infection Vectors</b>		
	> Hyperlink		
	> Weaponized file – Office file OR other (for Windows OS only)		<b>Included</b>
	> Online physical attack vector (for Windows OS only)		
	> Dissemination vector between platforms		
	> Man in The Middle (MiTM) attack vector/price per browser		
	> Sherlock for Windows, iOS and Android platforms – Optional		<b>(€6,000,000)</b>
	> Integration to existing tactical solution		
5	<b>Geo-Licensing</b>		
	> Support for targets located in the country of the End-User; including	1 Lot	<b>Included</b>

NO.	ITEM DESCRIPTION	QTY.	TOTAL (EURO)
Note: The product will operate in all agreed upon territories, except the <u>restricted</u> territories which are: US, Russia, China, Israel and Iran			
6	<b>System Operator Workstations Licenses – web-based client supporting Chrome</b>	3	<b>Included</b>
7	<b>System Administrator Workstations License – web-based client supporting Chrome</b>	1	<b>Included</b>
<b>SYSTEM HARDWARE</b>			
8	<ul style="list-style-type: none"> <li>&gt; Servers core</li> <li>&gt; Network switches</li> <li>&gt; NetApp storage</li> <li>&gt; Workstations for operators and administrators</li> </ul>	1 Lot	<b>Included</b>
<b>PROFESSIONAL SERVICES</b>			
9	<b>Onboarding - System Delivery and Implementation</b> <ul style="list-style-type: none"> <li>&gt; System assembly in the company</li> <li>&gt; Hardware delivery and implementation</li> <li>&gt; Software deployment including internal testing</li> <li>&gt; Perform of SAT (Site Acceptance Test)</li> <li>&gt; Operators &amp; Administrator Training as stated below (11,12)</li> <li>&gt; On Job Training as stated below (13)</li> </ul> See <i>Appendix F</i> for full details regarding Onboarding plan	1 Lot	<b>Included</b>
10	<b>Ongoing - Project Management</b> <ul style="list-style-type: none"> <li>&gt; Premium-Level support and technical account management (see Appendix G for full details)</li> <li>&gt; Development of solution scope and architecture</li> <li>&gt; Adjustment of system documentation</li> <li>&gt; Integration with 3rd party systems, if applicable</li> <li>&gt; Software development to answer specific needs of the customer, if applicable</li> <li>&gt; Training development, including training documentation</li> </ul>	1 Lot	<b>Included</b>
11	<b>Operators Training</b> Full system command and operational methodologies for up to 8 trainees	1-2 Weeks	<b>Included</b>
12	<b>Administrator Training</b> Technical operation, setup and configuration of the system for up to 4 trainees	TBD with the End-User	<b>Included</b>
13	<b>On Job Training (OJT)</b> Operational escort upon completion of operators training	1 Week	<b>Included</b>
<b>WARRANTY AND SERVICE LEVEL AGREEMENT (SLA)</b>			
<b>One (1) Year Warranty from Delivery Platinum level</b>			
14	<ul style="list-style-type: none"> <li>&gt; Service Level Agreement (SLA) - Platinum level support</li> <li>&gt; Major versions and updates, corrective and evolution maintenance</li> </ul>	1 Year	<b>Included</b>
15	<b>Year 2 Maintenance and Operational SLA Platinum level</b> <ul style="list-style-type: none"> <li>&gt; Extended warranty and SLA from 2nd year of deployment</li> </ul>	1 Year	<b>Included</b>

NO.	ITEM DESCRIPTION	QTY.	TOTAL (EURO)
	> <b>Excluding</b> White Procurement which will be charged separately		
	TOTAL PRICE		€23,500,000
	SPECIAL DISCOUNT		(€6,650,000)
	VALID UNTIL		
	TOTAL PRICE AFTER DISCOUNT		€16,850,000

## SYSTEM ADDITIONAL PRICING OPTIONS

NO.	ITEM DESCRIPTION	QTY.	TOTAL (EURO)
SYSTEM LICENSES			
1	<b>Additional 15 concurrent Infiltration Agents and 1 more country</b> (Total of X concurrent agents and XX countries)	1	€1,500,000
2	<b>Additional 25 concurrent Infiltration Agents and 5 more countries</b> (Total of X concurrent agents and XX countries)	1	€5,500,000
3	<b>Additional Operator Workstation</b>	1	€20,000
4	<b>Additional Administrator Workstation</b>	1	€20,000
5	<b>Additional Agent Applications &amp; Capabilities</b>		
	Retrieval of user cookies from supported browsers/price per browser	1	€200,000
	Development and maintenance of the following applications:		
	• Twitter	1	€200,000
	• Viber	1	€200,000
	• Signal	1	€500,000
	• WeChat	1	€250,000
	• Odnoklassniki (OK)	1	€250,000
	• VKontakte (VK)	1	€250,000
	• Mail.ru	1	€200,000

### SYSTEM 3-YEAR EXTENDED WARRANTY AND SLA BUNDLE

1	<b>Additional 1 Year of Warranty and SLA platinum level</b>	x 20% from project price	TBD
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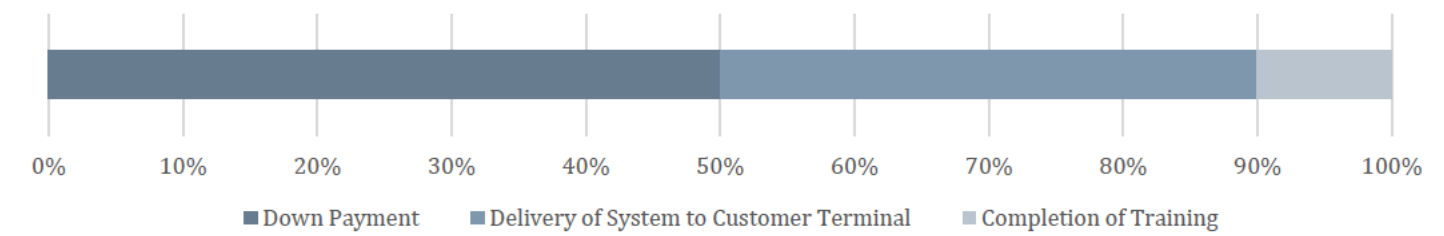
### EXTENDED SYSTEM CAPABILITIES

1	<b>Remote Shell (Windows Only)</b> Online command-line Interface	1	€1,500,000
2	<b>White Procurement Services for All Platforms</b> See <i>Appendix E</i> for full details	1	€200,000/year

### ADDITIONAL TRAINING COURSES

NO.	ITEM DESCRIPTION	QTY.	TOTAL (EURO)
1	<b>Additional Operators Training and On Job Training (OJT)</b> Full system command and operational methodologies for up to 8 trainees for each additional platform	TBD with the End-User	<b>TBD</b>
1	<b>Additional Training Advanced Courses</b> Advanced specialists courses such as: SE Advanced Course, Vulnerabilities Research, Fuzzers Course, etc. For up to 8 trainees	TBD with the End-User	<b>TBD</b>

SYSTEM PAYMENT MILESTONES



NO.	TITLE	TOTAL (PERCENTAGE)
1	<b>Down Payment</b>	50%
2	<b>Delivery of System</b> to End-User Terminal	40%
3	<b>Completion of Training</b>	10%
TOTAL		100%

## TERMS AND CONDITIONS

- > All payment and charges shall be made **in United States Dollar** (EURO; €).
- > All prices quoted are **exclusive of any local VAT or other taxes** imposed in End-User territory.
- > Contract price is **Delivery at Terminal (DAT)**, which refers to End-User designated terminal.
- > Company will submit to End-User an **invoice** for each payment milestone.
- > Provided the End-User has met all requested prerequisites, System will **be delivered to End-User within ninety (90) vendor business days** of receipt of Down Payment.
- > **Installation** at End-User facility may take up to two (2) weeks.
- > **Training** Courses will commence upon completion of installation.
- > **End-User Certificate (EUC) shall be provided by End-User to the Company up to seven (7) days from ARO.** Any delays beyond this period may cause delays in delivery schedule.
- > System will be **fully commissioned** at End-User facility upon completion of Training Courses and receipt of all milestone payments and associated documentation (EUC).
- > Throughout the document, *Days* refer to *Business Days*.

## PROPOSAL VALIDITY

This proposal is valid until

## APPENDIX A

### WINDOWS SYSTEM SUPPORTED CAPABILITIES

NO.	DESCRIPTION	DETAILS
OPERATING SYSTEMS		
1	Windows 10, 64-bit	<ul style="list-style-type: none"> <li>&gt; Latest version + 6 months back Patch Tuesday compatibility</li> <li>&gt; Support according to End-Of-Life support official date of Microsoft<sup>1</sup> + extra 6 months (complimentary)</li> </ul>
2	Windows 7 SP1, 64-bit	
3	Windows 7 SP1, 32-bit	

REMOTE CODE EXECUTION SUPPORTED WEB BROWSERS		
4	Google Chrome	<ul style="list-style-type: none"> <li>&gt; Latest version + 6 versions back (including minor *)</li> </ul>
5	Mozilla Firefox	
6	Internet Explorer (IE)	

AGENT CAPABILITIES		
7	Skype	<ul style="list-style-type: none"> <li>&gt; Latest version + 6 months back</li> <li>&gt; Social Media &amp; Communication Applications</li> </ul>
8	Outlook	
9	Telegram	
10	Facebook	<ul style="list-style-type: none"> <li>&gt; Social Media &amp; Communication Applications</li> </ul>
11	Gmail	
12	Device ID	
13	Browsing History	<ul style="list-style-type: none"> <li>&gt; Device Information Applications</li> </ul>
14	Geolocation	
15	Network Map	
16	Files View	<ul style="list-style-type: none"> <li>&gt; Hardware Applications</li> </ul>
17	Passwords	
18	Keylogger	
19	Webcam	<ul style="list-style-type: none"> <li>&gt; Hardware Applications</li> </ul>
20	Microphone recording	
21	Screenshots	

REMOTE CODE EXECUTION SUPPORTED FILES		
22	File Types: <b>At least one of {docx, xlsx, pptx} OR other file format</b> - Company to decide - End-User's preferability would be taken into consideration	
23	Supported Programs: <b>Microsoft Office 2013-2019 OR Other</b> - Latest version + 6 months back limitation for all files	

PHYSICAL ACCESS CODE EXECUTION SUPPORTED FILES		
24	<b>Online Physical Attack Vector</b>	

\* NOTE: "INCLUDING MINOR" REFERS TO THE LATEST RELEASED VERSION BY THE VENDOR (FOR EXAMPLE – **CHROME 74.0.3729**)

<sup>1</sup> <https://support.microsoft.com/en-us/help/13853/windows-lifecycle-fact-sheet>



## APPENDIX C

### IOS SYSTEM SUPPORTED CAPABILITIES

NO.	DESCRIPTION	DETAILS
SUPPORTED DEVICES		
1	Scope as of submission date	> Latest + 3 years back
REMOTE CODE EXECUTION SUPPORTED BROWSERS		
2	Safari	> Latest + 6 versions back (including minor *)
SUPPORTED IOS VERSIONS		
3	iOS	> Latest + 6 versions back (including minor *)
AGENT CAPABILITIES		
4	Basic Device Info	> Basic Info Gathering
5	Contact List	
6	SMS	
7	Call History	
8	Browser History	
9	Advanced Device Info	> Advanced Info Gathering
10	Calendar	
11	Dirlist	
12	Get File	
13	Saved Photos	
14	Email	
15	Google Drive	
16	Dropbox	> Messaging Applications
17	WhatsApp	
18	Facebook Messenger	
19	Skype	
20	Telegram	> Hardware Info Gathering
21	Location	
22	Screenshot Capture	
23	Webcam	
24	Calls Recording	
25	Microphone Recorder	
26	Wi-Fi Network Display	
27	Network change notifications	

\* NOTE: "INCLUDING MINOR" REFERS TO THE LATEST RELEASED VERSION BY THE VENDOR (FOR EXAMPLE – SAFARI 12.0.2 OR IOS 12.1.1)



## APPENDIX D

### ANDROID SYSTEM SUPPORTED CAPABILITIES

- Android support stems from a matrix comprised of device vendor, Android OS version and firmware provided by the original telecom operator.
- Android support is limited to the client's country only. Additional coverage needs to be discussed separately, due to firmware dependency on original operator and will be subject to additional payment.
- R&D team will run comprehensive testing cycles on the mutually agreed upon list of devices and versions.
- The testing cycle of our vulnerabilities on the mutually agreed models will include multiple runs on each chosen device with each supported ROM. Each ROM is identified by its build number.
- **The final Android delivery dates and devices support will be mutually based on the analyzed data.**

NO.	DESCRIPTION	DETAILS
SUPPORTED VENDOR		
1	Samsung	
2	TBD – as mutually agreed upon	
SUPPORTED LINES		SUPPORTED MODELS
3	Samsung Galaxy S Series	> Galaxy S3 > Galaxy S4 > Galaxy S5 > Galaxy S6 > Galaxy S7 > Galaxy S8 > Galaxy S9
4	Three additional models from a specific Line as will be mutually agreed and according to the chosen Vendor from bullet #2	> Model A > Model B > Model C > The final models support will be mutually agreed after release of R&D report
SUPPORTED ANDROID VERSIONS		
5	Android 4	
6	Android 5	
7	Android 6	> The final Android OS version support will be mutually agreed after release of R&D report
8	Android 7	
9	Android 8	
10	Android 9	
SUPPORTED BROWSERS		
10	Samsung Browser	> Latest + 1 year back
SUPPORTED COUNTRY & CELLULAR PROVIDERS		
11	Local End-User Country	> The final cellular providers support will be mutually agreed after release of R&D report
AGENT CAPABILITIES		
12	Basic Device Info	> Basic Info Gathering
13	Contact List	

NO.	DESCRIPTION	DETAILS
14	SMS	> Advanced Info Gathering
15	Call History	
16	Browser History	
17	Advanced Device Info	
18	Calendar	
19	Dirlist	
20	Get File	
21	Saved Photos	
22	Email	
23	Google Drive	
24	Dropbox	> Messaging Applications
25	WhatsApp	
26	Facebook Messenger	
27	Skype	
28	Telegram	> Hardware Info Gathering
29	Location	
30	Screenshot Capture	
31	Webcam	
32	Calls Recording	
33	Microphone Recorder	
34	Wi-Fi Network Display	
35	Network change notifications	

## APPENDIX E

### WHITE PROCUREMENT SERVICES

TYPE OF SERVICE	MAX # OF PROCUREMENTS / YEAR	REMARKS
New Domain Procurement	120	<ul style="list-style-type: none"> <li>- Subject to availability</li> <li>- If requested domain is not available, an agreed alternative will be provided</li> <li>- Up to 150EURO per domain</li> </ul>
New VPS Procurement	72	<ul style="list-style-type: none"> <li>- Subject to availability</li> <li>- Location of VPS cannot be guaranteed</li> </ul>
3rd Party Services	Per service relevance	

### MAINTENANCE/PROCUREMENT TIME-FRAME TABLE

TYPE OF SERVICE	PROCUREMENT OF SERVICE FOLLOWING END-USER REQUEST	RESPONSE TIME – MAINTENANCE OF SERVICE: CRITICAL INFRASTRUCTURE	RESOLUTION TIME – MAINTENANCE OF SERVICE: CRITICAL INFRASTRUCTURE	RESPONSE TIME – MAINTENANCE OF SERVICE: <u>NON</u> -CRITICAL INFRASTRUCTURE	RESOLUTION TIME – MAINTENANCE OF SERVICE: <u>NON</u> -CRITICAL INFRASTRUCTURE
Domain Procurement	7 business days	2 business days	7 business days	2 business days	14 business days
VPS Procurement	14 business days	2 business days	7 business days	2 business days	14 business days
3rd Party Services	14 business days	2 business days	7 business days	2 business days	14 business days

## APPENDIX F

### ONBOARDING PLAN

#### 1. GENERAL DELIVERY SCHEDULE

#	MILESTONE	RESPONSIBILITY	STARTS AT	LOCATION	PRE-REQUISITES
1	<b>Down Payment Bank Confirmation</b>	End-User	DP	---	End-User Certificate & Export license
2	<b>HW Order</b>	Vendor	DP+1 week	---	End-User to advise upon preferred method of HW delivery
3	<b>Project Kick-Off Meeting</b>	Vendor	DP+2 weeks	@End-User/3rd party country	End-User to advise upon a preferred meeting location
4	<b>Deployment Planning</b>	Vendor	DP+3 weeks	---	Mutual agreement during Project Kick-Off Meeting
5	<b>Training Planning</b>	Vendor	DP+3 weeks	---	Mutual agreement during Project Kick-Off Meeting
6	<b>White Procurement</b>	Vendor/End-User	DP+4 weeks		Mutual agreement regarding white procurement responsibility during contract negotiations
7	<b>HW Delivery</b>	Vendor+End-User	DP+7 weeks	@End-User	End-User might be asked to assist with local customs
8	<b>Issue of 2<sup>nd</sup> Payment Invoice</b>	Vendor->End-User	DP+7 weeks		Upon HW Delivery to End-User's agreed site
9	<b>HW Deployment</b>	Vendor/End-User	DP+8 weeks	@End-User	End-User to advise upon preferred method of HW deployment (End-User might independently deploy HW upon prior training conducted by the Vendor)
10	<b>SW Deployment</b>	Vendor	DP+9 weeks	@End-User/Remotely	
11	<b>Internal ATP</b>	Vendor	DP+10 weeks	Remotely	
12	<b>SAT</b>	Vendor+End-User	DP+12 weeks	@End-User/3rd party country	SAT to be conducted according to pre-mutual agreed document in an agreed location
13	<b>Training</b>	Vendor+End-User	DP+13 weeks	@End-User/3rd party country	Training to be conducted according to approved training plan and in an agreed location
14	<b>Operational Escort (OJT)</b>	Vendor+End-User	DP+15 weeks	@End-User/3rd party country	Operational escort to be conducted according to pre-defined needs presented by the End-User during the training session
15	<b>System Handover</b>	Vendor+End-User	DP+16 weeks	@End-User/3rd party country	
16	<b>Issue of 3<sup>rd</sup> Payment Invoice</b>	End-User	DP+16 weeks	---	Successful system handover
17	<b>Initiation of the 1<sup>st</sup> year warranty period</b>	Vendor	DP+16 weeks	---	Successful system handover

## 2. REMARKS

- Every “week” refers to a “business day week”
- Mentioned schedule and plan are general, a more accurate plan will be mutually constructed
- SAT - Vendor will be solely responsible to repair/resolve any defect of the System that has been raised by the End-User until successful acceptance
- Any delay in the readiness or completion of an End-User milestone may result in a subsequent delay in the completion of a milestone by the Vendor which shall not be deemed as a delay
- Any delays caused by factors beyond Vendor’s control shall not be deemed as a delay by the Vendor and shall automatically extend the schedule accordingly
- The System shall only be used by End-User's personnel who have participated and successfully accomplished all stages of the Training
- DP is the date of receiving down payment bank confirmation
- Every payment is to be transferred within 14 days after the completion of the MS upon issuing an invoice

## 3. END-USER’S IT PREREQUISITES

SERVER ROOM INFRASTRUCTURE			
#	Item	Description/minimum spec.	
1	Internet Connection	<ul style="list-style-type: none"><li>• Registration with your ISP anonymously</li><li>• Acquirement of 3 symmetric internet lines<ul style="list-style-type: none"><li>○ 2 x inbound static public IPs purchased anonymously (For both CNC&amp;PH)</li><li>○ 1 x outbound public IP purchased anonymously</li></ul></li><li>• Minimum of 10/10Mb Internet connection</li><li>• Preferably without a dialer</li></ul>	
2	LAN	1 Gig	
3	Environmental Conditions	Temperature: 0 – 25° C. Humidity: Up to 65%, not condensing.	
4	Power supply	<ul style="list-style-type: none"><li>• 220/230VAC @ 50Hz</li><li>• 2 system plugs, 32A socket each</li><li>• Please have an Electrician on call for the installation so plug / socket adjustments can be made on site</li></ul>	
5	Physical space for initial hardware	42U cabinet space is required	
USER ROOM INFRASTRUCTURE			
#	Item	Qty.	Description/minimum spec.
6	Workstation & screen Space	1	Allocated workspaces for workstation.
7	LAN	1 per WS	1 Gig LAN Infrastructure connected to the server room
8	Electrical sockets per work station	3 per WS	

#### 4. BOM (BILL OF MATERAIL)

<b>HARDWARE COMPONENTS</b>			
#	Item	Qty.	Description spec.
1	Management Server	1	Intel Xeon 8 core processor 32GB RAM 1GB NICs 2 PSU's Rack mount kit
2	Virtualization Servers	3	2 x Intel Xeon 8core processors 192GB RAM 1GB NICs 2 PSU's Rack mount kit
3	Central Storage	1	2 controllers 2 PSU's 15TB usable storage space Rack mount kit
4	Backup Server	1	Intel Xeon 8core processor 32GB RAM 1GB NICs 2 PSU's Rack mount kit
5	Switches	2	48 Port x 1GB switch
6	UPS	1	At least 5KVA Rack mounted
7	Firewall	2	Appliance supporting system traffic
8	KVM + Screen	1	Rack mounted KVM + Screen
9	Server Rack	1	42U 19" server rack
<b>3<sup>rd</sup> PARTY SOFTWARE</b>			
#	Item	Description spec.	
10	Virtual Servers OS	Ubuntu Server	
11	Database	MongoDB	
12	Intelligence Database	PostgreSQL	
13	Elastic Database	Elastic Search	
14	Virtualization Platform	VMware vSphere essentials plus	

<b>HARDWARE COMPONENTS</b>		
<b>15</b>	<b>Backup Software</b>	Virtualization Backup software
<b>16</b>	<b>Management Server OS</b>	Microsoft Windows 2012 R2 x2 (two servers)

**Notes:**

- This hardware is required to be kept in a dedicated server room or data center which contains:
  - Physical space for the rack
  - Power socket for the rack
  - Power backups
- Server room or data center should be cooled
- Internet connectivity should be on the same premises as the server rack
- The specific hardware components and 3<sup>rd</sup> party software contents refer to the present time and for a “big” system.
  - It may be that upon delivery, some minor differences may occur. In any case, any HW or SW changes from the above will result in equal or better versions.
  - Hardware for “Small” or “Medium” systems will results in less servers with a different spec



## APPENDIX G

### SUPPORT LEVELS

Key	Gold	Platinum
Time to Resolution	P1 - 4 Business Days P2 - 10 Business Days P3 - 2 <sup>nd</sup> Release	P1 - 2 Business Days P2 - 10 Business Days P3 - 2 <sup>nd</sup> Release
Support	Business hours during customer's working days	24/7 Support
Training	Basic Onboarding	Advanced trainings for new functionalities & features (at least once a year)
Technical Review Meetings	Every 6 months	1-3 months
System Support Continuity (OS, Browsers, Acrobat Reader, Office)	Ongoing maintenance - supports only the existing versions according to the handover date	New versions support - ongoing updates will be supplied
New Features and Functionalities	Support only the existing functionalities & features	Provide new functionalities & features that planned in the roadmap *

\* Feature requests that are not part of the roadmap will have additional pricing