Chainalysis Support Policy

This Chainalysis, Inc. ("Chainalysis") Support Policy (this "Policy") encompasses all support obligations that Chainalysis has toward you as a Chainalysis customer ("Customer"). This policy is at all times subject to the MSA between the parties for Services and in the event of a conflict between the terms of this Support Policy and the MSA, the MSA shall control.

The Support Tier applicable to you is set forth in your Order. If your Order does not set forth your Support Tier, you are in the Silver Tier

Definitions appear in Section 11 of this Policy.

1. Responsibilities

1.1.　During the Support Period, Chainalysis shall:
- use commercially reasonable efforts to promptly respond to each Support Request in accordance with Section 3 of this Policy. Actual resolution time will depend on the nature of the Support Request and of the resolution. A resolution may consist of a fix, workaround, or other solution in Chainalysis' reasonable determination.

1.2.　During the Support Period, Customer shall:
- provide prompt notice of any Errors via the Support Channels applicable to Customer. Customer shall include in each Support Request a reasonably detailed description of the reported Error and the time Customer first observed the Error;
- cooperate and assist Chainalysis in resolving the Support Request by taking any reasonably necessary actions that Chainalysis may request, including but not limited to, reproducing operating conditions similar to those present when Customer detected the Error and providing relevant data, documents, and information; and
- designate in writing to Chainalysis certain employee(s) of Customer who will provide timely and accurate information to Chainalysis in connection with a Support Request or Support Service.

2. Support Tiers and Support Hours

Chainalysis currently offers Silver, Gold, and Platinum Support Tiers which define scopes of Support Services for the Customer. The Support Tier applicable to you is specified in the applicable Order.

Support Hours will vary depending on Customer's Support Tier and the Severity Level of the Support Request, as further set forth in Section 3 of this Policy.

3. Severity Levels

Chainalysis shall respond to Support Requests in accordance with the Severity Level and Response Time applicable to the Customer's Support Tier as set forth in the table below. "Response Time" means the time between Chainalysis' receipt of a Support Request in writing from Customer via the appropriate Support Channel and Chainalysis' first response to that Support Request. For the avoidance of doubt, "Response Time" shall not be the time to resolution. Any delays in response due to a Force Majeure Event or causes beyond Chainalysis' reasonable control shall not be considered in calculating Response Time.

For the avoidance of doubt, if response times are expressed in "business hours" below, Response Time will be measured from the beginning of the next business hours interval.

Severity Level Definitions		
Severity Level	**Summary**	**Definition**
LEVEL 1 (L1)	Production application down or major malfunction affecting all Services	The Error results in complete interruption or serious malfunction of a production system that impacts all users and no viable workaround exists
LEVEL 2 (L2)	Serious degradation of application performance or functionality	The Error results in substantial degradation of a production system's performance, usability, or functionality that has significant, negative impact on the service
LEVEL 3 (L3)	Application issue that has a moderate impact to the business	The Error results in a moderate impact on (i) a small number of users in a production environment; or (ii) development or quality assurance in a non-production environment.
LEVEL 4 (L4)	Issue or question with limited business impact	Customer is asking a question, reporting a minor problem, or requesting an enhancement request for which feedback is not required.

Support Tiers	Silver	Gold	Platinum
Severity Level	**Business Hours**		
L1	24/7	24/7	24/7
L2	Regional Hours M - F	24 Hours (UTC) M - F	24 Hours (UTC) M - F
L3, L4	Regional Hours M - F	Regional Hours M - F	24 Hours (UTC) M - F

Support Tiers	Silver	Gold	Platinum
Severity Level	Response Time		
L1	2 Business Hours	2 Business Hours	1 Business Hour
L2	8 Business Hours	4 Business Hours	2 Business Hours
L3	16 Business Hours	8 Business Hours	4 Business Hours
L4	24 Business Hours	16 Business Hours	8 Business Hours

4. Supported Regions

Customers that are on a Support Tier with Regional Hours will have submitted Errors handled by the region corresponding to the Customer region as contracted. Regional Business Hours may vary depending on the recognition of local holiday office closures.

Regions covered are currently:

- APAC (UTC 22 - 09)
- EMEA (UTC 09 - 17)
- AMER (UTC 14 - 00)

5. Supported Channels

Subject to the conditions below, Chainalysis and Customer shall maintain all communication pertaining to the Error in one of the Support Channels available to Customer based on its applicable Support Tier.

("X" denotes availability)

Support Channels	Silver	Gold	Platinum
Email*	X	X	X
Messaging**		X	X
Phone^			X

Errors meeting the Severity Level Definition for Level 1 should be sent to the provided emergency email address to be bound by the Service Level Agreement. Errors meeting Severity Level Definitions for Levels 2, 3, or 4 should be sent to the assigned primary support email address to be bound by Service Level Agreements. As determined by Chainalysis, inappropriate use of the emergency email address will result suspension of support access

*** Chat Support is currently available in KYT Service*

^ Customers can request phone support via a support ticket request and a callback will be placed to the provided phone number in the order the request was received in accordance with first-response SLAs.

6. Supported Languages

Chainalysis currently provides all communication in English but will make commercially reasonable efforts to translate any written Customer communication in other languages through the use of available translation tools.

Phone Support is only available in English.

7. Complaints and Escalations

Customer complaints should be submitted to Customer Support via any of the Supported Channels. Any support request that is not resolved satisfactorily can be given an "unsatisfied" ticket rating in our customer survey following the ticket solution. A text field can be used for providing a detailed explanation of why the resolution did not meet expectations. Once submitted, the complaint is automatically escalated to support team management and will prompt a follow-up from a manager. Details of the complaint are documented and addressed to the fullest extent possible.

8. Supported Releases for Software as a Service (SaaS)

Chainalysis provides Support Services for the current version of the SaaS solution.

9. Supported Releases for On-Premises

Chainalysis provides the following support corresponding to the applicable On-Premises version.

9.1. Current Version

Chainalysis provides full support for the current version of Reactor On-Premises 3 and the previous release for 6 months from the release date. Upgrade paths will be supported for the previous two feature release versions. Beyond that upgrades will need to be done by the customer technical staff sequentially to bring an outdated system to the current version.

Chainalysis will continue to provide data to the Reactor On-Premises 3 installation during the Term. Some data may require the current software version for complete feature operability.

9.2. Legacy Versions

Chainalysis maintains Reactor On-Premises 2.8 as a steady state release through June 2026. Chainalysis will continue to provide data to this release until June 2026, but no longer provide software updates.

10. Exclusions

Custom Developments and Out-of-Scope Services are not subject to this Policy. Chainalysis shall provide Support Services for Custom Developments and Out-of-Scope Services only in accordance with a separate written agreement between Chainalysis and Customer, including any fees related thereto. Additionally, this Policy only applies to direct licensees of Chainalysis and does not apply to those users who have acquired or are using the services through an integration or through a third-party (including but not limited to, resellers).

11. Definitions

Capitalized terms used in this Policy shall have the meaning ascribed to such terms as set forth below or as otherwise defined in this Policy. Any capitalized terms not otherwise defined in this Policy shall have the meaning given to such terms in the MSA (as defined below) between Chainalysis and Customer.

- "Business Day" means Monday through Friday (GMT), excluding weekends, and designated local and company holidays.

- "Custom Developments" mean custom software, materials, or solutions designed to interact with the Services developed by (a) Customer, with or without Chainalysis assistance, including the use of application programming interfaces (APIs) or other development tools related to the Services; or (b) Chainalysis for the benefit of Customer.

- "Customer Cause" means: (a) any negligent or improper use (including improper installation or implementation), misapplication, misuse or abuse of, or damage to, the Services by Customer or any of its Representatives; (b) any maintenance, update, improvement or other modification to or alteration of Services by Customer or its Representatives that was not specifically authorized in writing by Chainalysis; (c) any use of the Services by Customer or its Representatives in a manner inconsistent with the then-current Documentation; (d) any use by Customer or its Representatives of any third-party software, computer hardware, network hardware, electrical, telephone, wiring and all related accessories, components, parts and devices that Chainalysis has not provided to Customer; (e) any use by Customer or its Representatives of a version of the Services that is not a Supported Release; or (f)

any issue caused by Customer's information technology infrastructure, including computers, software, databases, electronic systems (e.g., database management systems) and networks.

- "Error" means any reproducible failure of the Services to operate in all material respects in accordance with the then-current Documentation, provided that the issue is not due to a Customer Cause.

- "Force Majeure Event" means any unavailability of the Service caused by circumstances beyond Chainalysis's reasonable control, including without limitation, acts of God; acts of government; flood; fire; earthquakes; civil unrest; acts of terror, strikes or other labor problems (other than those involving Chainalysis employees), computer, telecommunications, Internet service provider or hosting facility failures or delays involving hardware, software or power systems not within Chainalysis's possession or reasonable control, and denial of service attacks.

- "MSA" means the agreement that sets forth the terms and conditions on which a Customer is permitted to use the Services.

- "On-Premises" means software that is installed and runs on computing infrastructure of the organization using the software, rather than software hosted by or on behalf of Chainalysis at a remote facility not owned by the organization using the software

- "Order" means the ordering document executed between the parties for the Services.

- "Out-of-Scope Services" means any of the following: (a) any services or products requested by Customer for Services for which Customer has not purchased or paid for Support Services; (b) any services or products requested by Customer in connection with any apparent Error that Chainalysis determines in its reasonable discretion to have been caused by a Customer Cause; or (c) any other services that Customer and Chainalysis may from time to time agree in writing are not included in the Support Services.

- "Representative" means any employee, contractor, or agent of Customer or an affiliate of Customer.

- "Service" or "Services" means the products and services (and any data derived from any of the foregoing), ordered by Customer and made available by Chainalysis under an Order.

- "Support Channel" means any communication platform that allows direct communication between Chainalysis and the Customer or an Affiliate of Customer and is defined according to the respective Support Tier

- "Support Hours" means the day and time at which a Response can be expected and is defined according to the respective Support Tier and Severity Level

- "Support Period" means the term specified in any ordering documentation between Chainalysis and Customer during which Chainalysis shall provide Support Services to Customer.

- "Support Request" means a received communication from a Representative to Chainalysis through the approved Support Channel that details an Error.

- "Support Services" means Chainalysis' maintenance and support services.