



M86 Security Support Services

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1 M86 Support Services

M86 support services specified below are subject to the M86 Security Support Services Policy.

We at M86 Security understand that efficient and responsive support is critical to our customers' ongoing business operations.

Our support commitment is based on sharing information, responding quickly to changing needs and working through problems and solutions together with our customers. We continuously measure the quality of our support by conducting surveys submitted by customers once the service has been provided.

Through our strategically located technical support centers in Irvine (CA), Israel, the United Kingdom, Germany, and New Zealand, M86 Security is well-equipped to respond to technical support inquiries around the clock.

M86 Security Technical Support is known for its global 24x7 capabilities. We provide the information and assistance that you, as our customer, need to resolve your operational issues immediately. All customers have access to the M86 Security Knowledge Base – an online one-stop portal of technical support solutions – as well as other online resources, including the Customer Forums.

Whether companies require around-the-clock coverage or basic support, we at M86 Security can deliver the level and types of support you need. Our tiered technical support plans and software maintenance options offer flexibility and convenience to match your particular business needs.

M86 Security offers its customers a choice of three service plans to fit the size and needs of their enterprises.

2 M86 Security's Technical Support Plans

2.1 Essential Care (Basic Plan)

Essential Care provides basic support coverage at no extra cost for the duration of your product subscription.

Essential Care offers timely and cost-effective response to your support needs, including the following:

- Online case reporting at the M86 Security Support Center during local business hours¹
- Access to additional online resources, including Customer Forums and the M86 Security Knowledge Base—a centralized one-stop knowledge portal of technical support solutions
- Available to channel partners and direct customers
- Product upgrades, security updates and maintenance releases during the subscription period

2.2 Premium Care (Enhanced Plan)

M86 Security Premium Care offers enhanced support services for additional fees for the duration of your product subscription.

Premium Care features the following services:

- Guaranteed availability of M86 Security technical support resources
- Access to case reporting tools on a 24x7x365 basis (via channel)
- 24x7x365 telephone support (via channel) for Secure Web Gateway, and afterhours support on critical issues for other products
- Prioritized queuing of support cases
- Product upgrades, security updates and maintenance releases during the subscription period
- Access to additional online resources, including Customer Forums and Expert content in the M86 Security Knowledge Base—a centralized one-stop knowledge portal of technical support solutions

2.3 Enterprise Care (Extended Plan)

M86 Security Enterprise Care offers extended support services for additional fees for the duration of your product subscription. To qualify for the Enterprise Care Plan, certain deployment parameters must be met.

Enterprise Care features the following services:

- Guaranteed availability of M86 Security technical support resources and case reporting tools on a 24x7x365 basis
- 24x7x365 telephone support
- Technical Account Management by a designated M86 Security engineer, including quarterly trend analysis report of customer support activities
- Prioritized case queuing with a fast escalation path to Tier 2 customer support engineers
- Product upgrades, security updates and maintenance releases during the subscription period
- Access to additional online resources, including Customer Forums and Expert content in the M86 Security Knowledge Base—a centralized one-stop knowledge portal of technical support solutions
- Enterprise Care customers are entitled to 5 days of onsite technical support services per subscription year

2.4 Premium Hardware Support Option*

M86 Security offers Premium Hardware Support as an additional support fee-based service, including hardware warranty extension and replacement of faulty hardware with a new or refurbished unit, shipped next business day following RMA approval. For details, contact an M86 account manager.

General M86 Security hardware problem reporting and support procedures are detailed in the M86 Security Hardware Support policy.

* Appliance hardware manufactured by IBM is supported according to the M86 Security IBM Hardware Support process

3 Features of M86 Security's Technical Support Service Plan

Service Plan	Essential Care	Premium Care	Enterprise Care
Technical Support Availability	During business hours as defined locally ¹	24x7x365	24x7x365
Access to M86 Support Center (Online Reporting)	During business hours as defined locally ¹	24x7x365 (via channel)	24x7x365 (Direct) ²
Telephone Support	During business hours as defined locally ¹	24x7x365 (via channel) ³	24x7x365 (Direct) ²
Customer Forums	Yes	Yes	Yes
Product Upgrades, Patches, Security Updates and Feature Packs	Yes	Yes	Yes
Extended Product Documentation	Yes	Yes	Yes
Access to Knowledge Base	Standard	Standard	Expert
Support resource focal point	Level 1	Level 1	Level 2
Prioritized queuing of all issues	-	Yes	Yes
Onsite Support	-	-	5 days ⁴
Designated Technical Account Manager	-	-	Yes

¹ Via channel / partners. Direct service is available for customers that purchase directly from M86 Security.

² Upon channel and M86 approval.

³ Support outside of M86 business hours is only available for critical cases on all products except Secure Web Gateway.

⁴ Per subscription year and depending on deployment size. The 5 days are limited to a maximum of 2 visits. Restrictions in travel and expenses might apply depending on deployment size.

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Service Plan	Essential Care	Premium Care	Enterprise Care
Quarterly Trend Analysis of Customer Support Activities	-	-	Yes
Premium Hardware Support Option (includes extended warranty) ⁵	Optional	Optional	Optional

⁵ For details please refer to the M86 Hardware Support Policy.

About Trustwave

Trustwave is a leading provider of information security and compliance management solutions to large and small businesses throughout the world. Trustwave analyzes, protects and validates an organization's data management infrastructure from the network to the application layer – to ensure the protection of information and compliance with industry standards and regulations such as the PCI DSS and ISO 27002, among others. Financial institutions, large and small retailers, global electric exchanges, educational institutions, business service firms and government agencies rely on Trustwave. The company's solutions include on-demand compliance management, managed security services, digital certificates and 24x7 multilingual support. Trustwave is headquartered in Chicago with offices throughout North America, South America, Europe, the Middle East, Africa, Asia, and Australia.