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# 1 M86 Security Commitment to Support

M86 Security offers secure mail and web gateway solutions for the enterprise market.

M86 Security provides clients with integrated Web and e-mail threat protection, including the most sophisticated Secure Web Gateway available. Our solutions protect organizations and institutions from inappropriate content, legal liability, compromised data, lost bandwidth and reduced network performance. Our e-mail and Web security products monitor and filter malware, spam, non-essential Web applications, distributed content and the many distractions associated with Web and e-mail access—whether they are part of inbound or outbound traffic.

We at M86 Security realize that efficient and responsive support for our security systems 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. M86 Security's comprehensive support programs are aimed at preventing problems from occurring, and helping you to recover swiftly if they do.

## 2 Scope of Support

### 2.1 Definitions

Term	Definiton
Partners	Includes M86 Security's authorized Distributors and Resellers
Customer	Refers to the company, organization, government department or other group entity that is the end user of the product - and is under a paid Support Plan.
Software product	See "Product"
Appliance	Refers to the hardware device and installed software provided to the Customer. This document applies to all appliances presently marketed and supported by M86 Security including the M86 Secure Web Gateway™ Appliance Series SWG-3000, SWG-5000, SWG-7000, and the M86 Web Filter and Reporter 300, 500, 700 Series Appliances.
Product	Refers either to the Secure Web Gateway™ Appliance or to M86 Web Filtering and Reporting Suite, both bundled together with the software and the product documentation or to a Software product like WebMarshal™ (all editions) or MailMarshal™ (all editions)
Third Party	Refers to software or hardware suppliers with which M86 Security has a contractual relationship and whose technology is integrated with a M86 Security product or as a hardware supplier (OEM relationship)
Essential Care	Refers to the basic support offering

Term	Definiton
Premium Care	Refers to the comprehensive support package which includes enhanced services in addition to those outlined in the Essential Plan
Enterprise Care	Refers to the premier support package which includes extended services in addition to those outlined in the Premium Plan. Availability is based on deployment size.
Call, Case, Ticket	Refers to a reported problem, to be logged and subject to the case handling process

## 2.2 Target Audience

The M86 Security Technical Support Policy is a form of Service Level Agreement. Depending on the product (for example, WebMarshal™, MailMarshal™, Secure Web Gateway™, or Web Filtering and Reporting Suite™) M86 Security assumes that the normal business model for the Customer is either to receive support from and maintain contact with one of our Partners or M86 Security directly.

In applicable cases, it is exclusively the Partner who contacts M86 Security. However, M86 Security is aware that for some customers, support contact will be performed directly (see also 2.3 Partner Responsibilities).

## 2.3 Partner responsibilities and Support limitations

Partner responsibilities vary by region and product.

### 2.3.1 Partner Obligations

M86 Security Partners provide Tier 1 customer support. This obligation means that Partners are the primary customer interface and are obligated to open a support case and collect all relevant case information (for details see 3.2, "Methods of reporting problems" and 4.1, "Call Handling Procedures").

### 2.3.2 Support Exclusions

M86 Security has no obligation to support any of the following as part of the support contract:

- Appliances (hardware and software) modified or altered without M86 Security's prior written approval.
- Modification of software code, specific configuration information, audit, security and topology design
- Products that are not on a currently supported release (after EOL)
- Software products: Operating system support
- Software products: Third party application support for software that was not licensed from M86 Security
- Appliances or software not purchased through M86 Security accepted channels.

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- Support cases for which no support contract is in effect, including expired Support contracts and/or subscriptions.
- Replacement of Hardware if the Customer is not under a Premium Hardware Support plan and the appliance is out of warranty.
- Replacement of Hardware for normal wear and tear.
- Damage caused to the Product(s)—or any part thereof—by accident, the elements, failure in electrical power, computer viruses, acts of God, the use of unauthorized parts (or software) or negligence of Customer or any of its employees or representatives. Work performed by M86 Security on the Product(s) for any such cause shall be billed to the Customer separately from this policy at M86 Security's prevailing rate for parts, labor and travel expenses.
- Service for Product(s) that has (have) been moved to a location other than the original site of installation by anyone other than a Customer authorized representative.
- Product training
- Step-by-step installation instructions
- Onsite support at no cost (see 3.3.5, Onsite Support)

Issues related to the need for training or implementation assistance may be referred to our professional services or sales team who will work with the partner or customer to arrange the services needed.

### 3 Support resources

M86 Security's technical support is defined to provide the Partner and Customer with the solutions and knowledge to ensure that the Customer derives maximum satisfaction and benefits from M86 Security's Security products. This section explains the communications and problem solving methods that need to be employed to achieve this goal.

M86 Security agrees to provide its partners with the technical knowledge and analysis services to assist them in solving current Customer problems, as well as proactively anticipating and preventing technical problems.

The Customer is entitled to technical support during the license subscription period. M86 Security does not take a "one size fits all" approach to support. Instead, M86 Security has developed a variety of services that respond to the diverse requirements of Partners and Customers. M86 Security's technical support is a 3-tier based system which starts with the Call Center team (Tier 1), includes a Tier 2 technical support team, as well as R&D specialists (Tier 3). M86 Security's tiered support plans provide maximum flexibility based on Partners' and Customers' specific business needs. M86 Security combines state-of-the-art technology with a highly skilled team to deliver world-class support via an international infrastructure. Support Centers are strategically located in North America, Europe, New Zealand, Asia and Israel. Support services are delivered using a variety of media, including the web, email, onsite visits and telephone. The M86 Security Call Center provides services using trained engineers that enable Partners and Customers to find the information they need to resolve problems immediately – with 24x7x365 options available. The Support Engineers have access to our global Customer Relationship Management

system ("CRM"), which allows them to share the latest up-to-date technical information. It assists them to provide fast, consistent responses to Partner and Customer concerns worldwide.

In addition, a centralized one-stop knowledge portal of technical support solutions is available for Partner and Customer use. M86 Security Knowledge Base includes detailed descriptions of known and proven solutions to technical, installation and configuration issues, along with "how to" solutions.

### 3.1 Online Self Service Support

For assistance 24 hours a day, M86 Security online support resources are available on the website.

These resources include:

- Knowledge base
- Customer Forums
- Product documentation
- White Papers
- Hotfixes
- Service Packs
- Product upgrades

See also Appendix A, 5.1, "Links and Online Resources".

### 3.2 Methods of reporting problems

M86 Security provides Technical Support using the following methods:

#### 3.2.1 Online / Support Portal

Channel partners and customers who have bought directly from M86 Security can register on M86 Security's website for Support Portal access. The **preferred method** for reporting problems is online by completing a Case Report Form in the English language. The Partner / Customer will receive confirmation by email.

When a Web submission of a Case Report Form is received from a Partner / Customer, a Support Case ("Case") is automatically opened in M86's CRM.

#### 3.2.2 Phone support

Telephone based support is available during normal business hours in each time zone. Phone calls to support made outside of normal operating hours may be relayed via a paging service. In this scenario the customer or partner will receive a call back within 1 hour.

### 3.2.3 Email support

Being that the Support Portal is a new option, cases can currently be submitted via email during normal business hours in each time zone if the portal becomes inaccessible. Email case reporting will be discontinued as the portal is phased in.

## 3.3 Service hours and service methods

### 3.3.1 Hours of operation

M86 Security is a worldwide company with 24x7x365 operations. Nonetheless, normal business hours for technical support vary by region. The following schedule is currently in effect:

- Americas – 7AM to 7PM CST (GMT -6) – Monday – Friday  
(The entire North and South American Continents)
- Asia Pacific (APAC) – 8AM to 8PM (GMT +12) – Monday – Friday  
(Australia, New Zealand, Southern Pacific, East Asia)
- Europe, Middle East, Africa (EMEA) – 7AM to 7PM (GMT) – Sunday – Friday  
(Europe (East & West), Middle East (West Asia), African Continent)

### 3.3.2 Availability

Technical Support availability is based on Support Plans as per description in section 3.4, "Support plans overview".

### 3.3.3 Response method

M86 provides service response by telephone or email according to the severity levels outlined in section 4.2.2, "Level of Severity".

### 3.3.4 Remote access

In cases where accessing the Customer's configuration and/or appliance is required for problem analysis, M86 Security's support personnel will request remote access the Customer's site. This is done according to the Customer's agreed procedures.



**Note:** If the customer does not grant remote access due to his security policy, Support's possibilities for troubleshooting will be limited. M86 Security understands and respects restrictions like these. However, this may have influence on the case handling process in general.

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### 3.3.5 Onsite support

M86 Security provides on-site support at the Customer's location in the event that during the escalation procedure a situation arises whereby both M86 Security and the Partner or Customer believe the only method of progressing a Case is to visit on-site. In this case, onsite support is billed to the Partner or Customer based upon M86 Security's standard daily rate for onsite technical support, including reasonable travel and lodging expenses, billed at actual cost.

Enterprise Care Support plan includes scheduled onsite visits. Customers with Enterprise Care are entitled to 5 days of onsite technical support services (depending on deployment size), including travel and expenses, divided over a maximum of two visits. Restrictions in travel and expenses might apply depending on deployment size. Unpaid Customer Support visits by M86 Security Technical Support will count toward any unused days, as does extensive preparation effort prior to an onsite visit.

With the exception of some extenuating circumstances, M86 Secure Web Gateway™ Appliances based on IBM hardware are backed by an IBM warranty to provide next business day response according to the M86 Security Hardware Support Process (see 4.4, “Hardware Support Services”).

In addition, IBM offers various extended support packages for up to 4 hours of response time. These packages are provided by IBM authorized support representatives per country. Please contact your sales representative to check the availability of this service in your location.

### 3.4 Support plans overview

Service Plan	Essential Care	Premium Care	Enterprise Care
Technical Support Availability	During business hours as defined locally <sup>1</sup>	24x7x365	24x7x365
Access to M86 Support Center (Online Reporting)	During business hours as defined locally <sup>1</sup>	24x7x365 (via channel)	24x7x365 (Direct) <sup>2</sup>
Telephone Support	During business hours as defined locally <sup>1</sup>	24x7x365 (via channel) <sup>3</sup>	24x7x365 (Direct) <sup>2</sup>
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 <sup>4</sup>

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

<sup>2</sup> Upon channel and M86 approval.

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

<sup>4</sup> 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
Designated Technical Account Manager	-	-	Yes
Quarterly Trend Analysis of Customer Support Activities	-	-	Yes
Premium Hardware Support Option (includes extended warranty) <sup>5</sup>	Optional	Optional	Optional

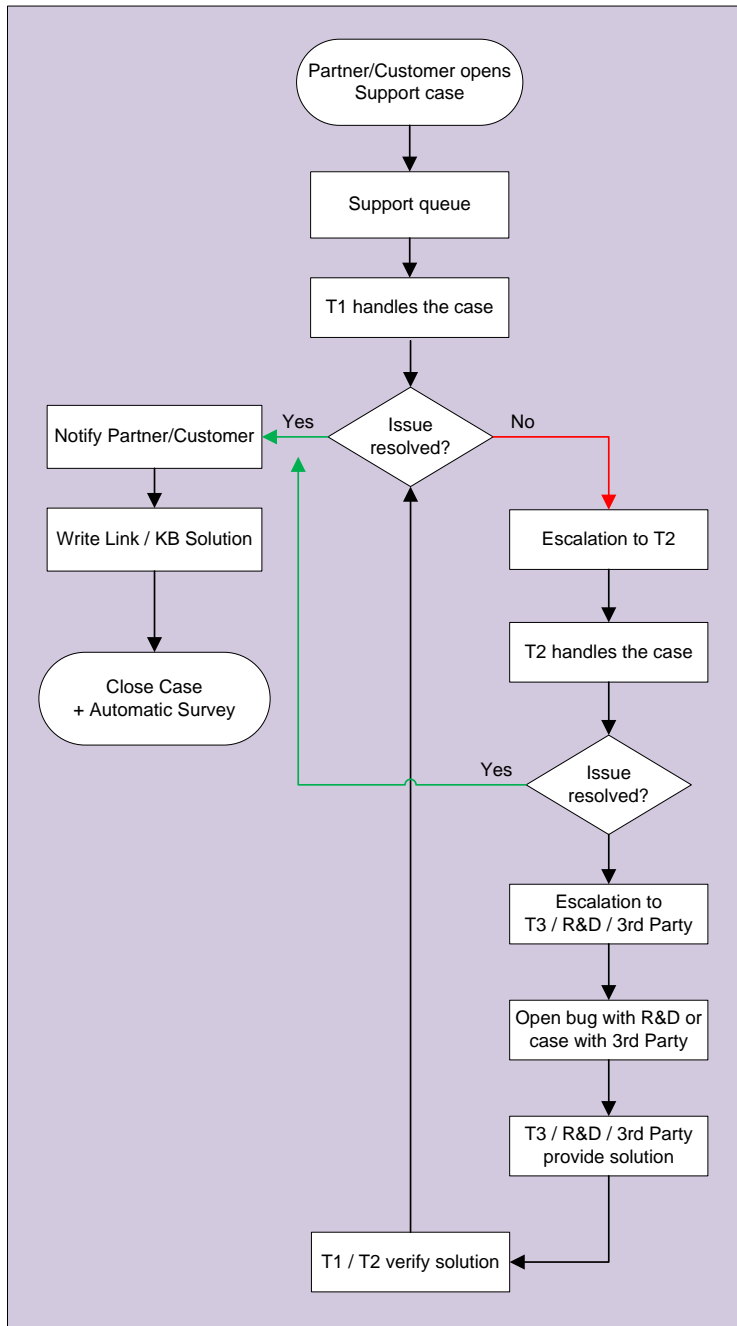
<sup>5</sup> For details please refer to the M86 Hardware Support Policy.

## 4 Support process

### 4.1 Call Handling Procedures

#### 4.1.1 Case Handling Process Flow

The following flow chart displays the Case handling process.



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After a Customer or Partner submits a Case via the Web, the system notifies the Partner of the applicable Case number immediately. This Case number is used to track the Case until it has been closed.



**Note:** If a case is submitted either via email or by phone, this is a manual process. With email reporting, Initial Response Times (see 4.2.1) cannot be guaranteed.

In order to maintain accurate tracking and handling, the Partner should open a separate Case for each technical problem.

M86 Security designates one of its Call Center representatives as the **Problem Owner**. This provides the Partner with a primary point of contact, who will manage and coordinate the efforts to resolve the Case. This includes, if necessary, escalation to a R&D specialist as described below and/or handoff to a third party.

M86 Security is still responsible for the Support case even if M86 Security is required to make contact with a third party vendor. All interfaces with the third party vendor are handled by M86 Security. The exception is IBM hardware cases, which can require direct coordination between IBM and the Customer. However, the case with IBM will be initiated by M86 Security.

When a decision has been made regarding the resolution of a Case, it is communicated to the Partner and the Case is then closed. On closing a Case, a notification is sent to the Partner and a detailed description of the resolution is documented in M86 Security's CRM.

#### 4.1.2 Case Status

Cases can progress through several stages as they are being processed. Examples include:

- New
- Lab Simulation
- Technical Discussion
- Waiting for Customer
- Escalated
- Closed / Resolved

#### 4.1.3 Problem Closure

The initial status for a Case is **New**. Although other statuses will likely be set as the case progresses, the case will remain open until it is resolved or closed according to the following guidelines:

- Reinstalling the software corrected the reported problem.
- M86 Security generated a solution based upon either a Maintenance Update or a new image that has been tested to confirm that it solves the problem and does not introduce any additional problems.
- The problem and its cause have been identified. However, M86 Security and Partner have agreed based upon a preliminary examination that a Maintenance Update may cause other serious problems or regressions due to known software constraints.

- M86 Security and Partner agree that device is performing according to design and therefore doesn't need to be changed.
- M86 Security and Partner agree that device is performing according to design and agree that the problem will be treated as an enhancement request to be handled according to the normal process for design changes and new features.
- M86 Security and Partner agree that the device is performing according to design but that there is an error in the documentation which will be modified accordingly.
- The error occurred only once and M86 Security and Partner agree after adequate time spent that it cannot be reproduced.
- The Case turned out to be a product bug and is awaiting a fix in future release.
- A workaround is proposed by M86 Security and accepted by Partner as a permanent solution.
- M86 Security and Partner agree that the error cannot be fixed in an efficient or feasible manner and requires a design change or rewrite of the relevant segment in a future release.
- M86 Security and Partner jointly agree that further effort is not warranted.
- M86 Security and Partner agree that the software is not responsible for the error.
- Partner has confirmed that they have received the necessary information from M86 Security (example - configuration questions).
- Partner has confirmed that they have received functional replacement hardware (for hardware fault cases under the Limited Hardware Warranty (LHW), see also 4.4, "Hardware Support Services."
- M86 Security Support has the right to close a Case if the Partner is not responsive.

M86 Security will notify the Partner upon the closure of a Case and promptly prepare a detailed description of the closure and resolution (if applicable) in the CRM application. The Partner will be requested to respond to a Customer satisfaction survey to enable M86 Security to improve its support service on an ongoing basis.

## 4.2 Service Level Guidelines

### 4.2.1 Initial Response Times

Severity is the primary determining factor for response times to new cases. The table below shows M86 Security's initial response time targets for each severity level. Response times are calculated from the time at which the issue or question is reported to M86.

Fault Level	Terminology	Response Time
Severity-1	Critical	within 1 hour*
Severity-2	High	within 2 business hours
Severity-3	Medium	within 4 business hours
Severity-4	Low	within 1 business day

\* Severity-1: Phone communication is required to ensure a 1 hour response.

### 4.2.2 Level of Severity

The Customer or Partner with M86 Security Support will determine the level of severity as follows:

Severity	Description	Work Effort
Mission Critical Showstopper	<ul style="list-style-type: none"> <li>System is inoperative, impairment to core functionality is severely impacting business processes.</li> <li>Problem is not readily circumvented.</li> </ul>	<p>M86 Security will assign all necessary resources to identify and resolve the problem, to obtain a workaround or to reduce the severity level of the problem.</p> <p>M86 Security will work on the problem 24 hours per day, 7 days per week, every day of the year, including holidays (24x7x365).</p>
High	<ul style="list-style-type: none"> <li>Core functionality working as expected but other component(s) impaired.</li> <li>Product performance is substantially degraded or business processes materially restricted.</li> <li>Workaround not available</li> </ul>	<p>M86 Security will identify, find a workaround and/or correct the problem using all available resources during normal business hours.</p>
Medium	<ul style="list-style-type: none"> <li>Product has limited functionality or a workaround is available to bypass the problem.</li> <li>Root Problem is not yet solved.</li> </ul>	<p>M86 Security will commit full time resources to identify and correct the problem or find a workaround during normal business hours.</p>

Severity	Description	Work Effort
Low	<ul style="list-style-type: none"> <li>• Functionality of product is not impaired.</li> <li>• Anomalies in the system processing that do not impact ongoing usage.</li> <li>• This category includes documentation corrections, nuisance issues and messages.</li> </ul>	M86 Security will work to identify and resolve the problem according to available resources during normal business hours.



**Note:** Available resources will be assigned according to the customer's Support Level.

## 4.3 Case Resolution and Escalation

### 4.3.1 Case Resolution

M86 Security technical support makes every effort to resolve all issues as quickly as possible. While we would like to be able to commit to resolving issues in a specific time frame, the nature and complexity of technical issues makes it impossible to do so. Technical issues are managed by the engineer assigned to the case. They maintain responsibility for the progress of the issue inside M86 Security and are empowered to engage all resources necessary including support management, development, quality engineering, and sales to come to a satisfactory resolution. Additionally, all escalations are closely monitored by the support management team to ensure that they progress appropriately.

### 4.3.2 Case Escalation

To escalate an issue, the customer or partner should notify M86 Security that there is a critical Customer situation that requires escalation. This can be achieved by contacting the assigned engineer and asking that the case be escalated. This action initiates notifications to the appropriate members of the support management team and the customer or partner will receive confirmation of the escalation within 1 hour.



**Note:** If a timely response as described above is not received the customer or partner shall contact support in the normal way and ask to speak directly with the manager on duty.

## 4.4 Hardware Support Services

This is only relevant for M86 products on hardware platforms. Please see the hardware support options in the Services subsection of the M86 Security Support web pages.

## 5 Appendix A

### 5.1 Links and Online Resources

#### 5.1.1 Support Portal

Support Portal: <http://www.m86security.com/support/portal>

Partners, Distributors and Customers with Premium or Enterprise Care are entitled to register at <http://www.m86security.com/forms/portal-user.asp>.

#### 5.1.2 Online Resources

M86 Security Support: <http://www.m86security.com/support>

M86 Security Customer Forums: [http://www.m86security.com/utility/forum\\_link.asp](http://www.m86security.com/utility/forum_link.asp)

	Free Access	with Current Support Contract
Knowledge Base	✓	
Knowledge Base (extended)		✓ <sup>6</sup>
Customer Forums		✓
Product Documentation		✓
White Papers	✓	
Hotfixes	✓	
Service Packs	✓	
Product Upgrades		✓

#### 5.1.3 Download and Documentation Section

<http://www.m86security.com/support/downloads-and-documentation.asp>

If not registered already to this section, please sign up at <http://www.m86security.com/support/register.asp>.

<sup>6</sup> via the partners portal

## 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.