

SERVICE DESCRIPTION

Carbon Black Technical Assistance Center (TAC) Services

The Trustwave Technical Assistance Center (“TAC”) provides the service management activities associated with the ongoing maintenance and support of customer’s security solutions. Trustwave’s TAC team will Provide telephone and either web based or email support to End Users as a frontline desk (Tier 1 and 2, 24x5 with 24x7 premium on-call support for priority 1 critical issues) that can troubleshoot and resolve client problems and escalate issues to Carbon Black (Tier 3) when necessary.

Premium Support Services

Trustwave will provide Carbon Black Response premium support services that include:

- Maintain and support the list of releases defined as the currently-supported releases on the Support Website.
- Make available all supported Maintenance Releases, Minor Releases and Major Releases.
- Verify defects in the Software identified and submitted by customers.
- Correct material defects in the Software for the currently-supported Maintenance Releases.
- Provide access to Carbon Black Response online support through the Support Website including, but not limited to, knowledge base/FAQ, case management and software downloads.
- Provide technical telephone support 24X7.

Tier 1 and Tier 2 Support Services

Frontline support services provided by the TAC include the following:

- Receive and log End User calls
- Verify support contract coverage
- Verify Software release level and provide or assist in identifying location of updates
- Initial problem determination
- Basic installation support
- Support for post-installation reconfiguration
- Distribute product update information and release notes to users, on request
- Apply escalation guidelines
- Troubleshoot problems using diagnostic utilities
- Back up support for installation activities (configuration problems, installation problems, post installation re-configuration)
- Substantive problem determination (h/w, s/w, driver, configuration)
- Gather and analyze trace info, communicate and document next technical action required
- Decode error messages and provide corrective action

- Knowledge of product interdependencies and relationships
- Provide patch release verification and distribution
- Identify solutions and articles in knowledge base and distribute info

Tier 3 – Carbon Black

- Defect validation and submission to Carbon Black Product QA and Development
- Complex troubleshooting and undocumented technical support assistance for Carbon Black products and services, beyond that covered under Frontline Support

Support Exclusions

- Products that are not on a current supported release, after EOL or EOS. (TAC will attempt to assist in resolving issues with unsupported versions, time permitting. However, cases relating to supported versions have priority.)
- Software products: Operating System Support
- Software Products: Third party application support for software that was not licensed from Trustwave
- Support cases for which no support contract is in effect, including expired Support contracts and/or subscriptions
- Replacement of hardware for which no support contract is in effect, including expired Support contracts and/or subscriptions
- 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 Trustwave on the Product(s) for any such cause shall be billed to the Customer separately from this policy at Trustwave’s prevailing rate for parts, labor, and travel expenses
- Product Training (optional service via Trustwave’s Professional Services)
- End to End installation and Upgrade services (optional service via Trustwave’s Professional Services)
- Onsite services (optional service via Trustwave’s Professional Services)

Service Response Times

Classification	Priority	Definition	Preferred Contact Method	Response
Critical	P1	Product issue causing complete loss of service. Priority 1 issues are reserved for issues customers are facing while in production. A testing or laboratory failure does not share the same Priority level. No possible workaround is available	Phone*	1 Hours
Important	P2	Represents one of the following: <ul style="list-style-type: none"> • A product issue causing significant impact to the customer’s mission; • important sub-component of product not functioning, or intermittently functioning; • serious degradation in performance of system. 	Phone*	2 Hours

<p>Priority 2 applies to customers in production or issues delaying the deployment of the system to production. No acceptable workaround is available.</p>				
Normal	P3	<p>Represented by:</p> <ul style="list-style-type: none"> • One or more secondary functions of system not functioning; • Minor performance degradation; • Functionality loss not critical to business; • Important question from client needing resolution. <p>Workaround is available.</p>	Customer Portal, Email	4 Hours
Low	P4	<p>Low Business Impact: Represents Issues or questions not critical to the overall mission of the client. Workaround is available.</p>	Customer Portal, Email	8 Hours

**For P1 and P2 issues, Customers must follow up with a phone call*

Contacting TAC

Customers can contact Trustwave’s TAC using following methods:

- Customer Support Portal
- Email
- Phone

Customer Support Portal

Trustwave’s customer support portal is the primary method for submitting and viewing support requests and access to the TAC knowledge bases.

After a request is submitted through the Customer Support Portal, a Technical Support Engineer reviews the request to determine if it can be resolved immediately, if it needs further investigation, or escalation. A support request number will be provided to you through the Support Portal for your reference. If our Technical Support Engineers require further information, they will contact you directly through the portal, via phone, or email.

Email

Customers may also send an email to Trustwave for support requests.

When submitting a support request via email, please include the following information to aid in proper tracking and to ensure expedited resolution to your request:

- Support Case number if already submitted via the customer support portal
- Company Name
- Partner Name (if applicable)
- Product and Version
- Detailed description of request

Caution: This method is not encrypted. Support requests containing sensitive data should not be submitted through e-mail.

Phone

Customers are required to call Trustwave TAC to submit a support request at the highest priority levels (P1 and P2). This method should be reserved for times when you are experiencing a high or critical business impact or have a time sensitive issue that needs immediate resolution.

Escalation Process

Trustwave will escalate critical issues to Carbon Black Tier-3 support for backline support or issues that cannot be resolved within the TAC. For each escalation:

- TAC will first escalate an issue internally and designate a technical support specialist to investigate the issue.
- If not resolved internally, the support specialist will gather all necessary and required information from the customer environment and submit an escalation with Carbon Black
- Carbon Black will work on the case with TAC to completion