

SERVICE DESCRIPTION

Palo Alto Technical Support Center (TAC) Service

The Trustwave Technical Assistance Center (“TAC”) provides the service management activities associated with the ongoing maintenance and support of Client’s security solutions. Trustwave’s TAC team will Provide telephone and either web based or email support to End Users 24x7x365 and will be acting as a frontline desk (Tier 1 and 2) that can troubleshoot and resolve client problems and escalate issues to Palo Alto Networks (Tier 3) when necessary.

Premium Support Services

Trustwave will provide Palo Alto Networks 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 Client.
- Correct material defects in the Software for the currently-supported Maintenance Releases.
- Provide access to Palo Alto Networks online support through the Support Website including, but not limited to, knowledge base/FAQ, case management and software downloads.
- Provide technical telephone support 24X7.
- Advance replacement for defective Hardware.

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 – Palo Alto Networks

- Defect validation and submission to Palo Alto Networks Product QA and Development
- RMA and Hardware Replacement
- Complex troubleshooting and undocumented technical support assistance for Palo Alto Networks 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 Client or any of its employees or representatives. Work performed by Trustwave on the Product(s) for any such cause shall be billed to the Client 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 Client is 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 Client’s mission; • important sub-component of product not functioning, or intermittently functioning; • serious degradation in performance of system. 	Phone*	2 Hours

Priority 2 applies to Clients in production or issues delaying the deployment of the system to production. No acceptable workaround is available.				
Normal	P3	Represented by: <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. Workaround is available.	Customer Portal, Email	4 Hours
Low	P4	Low Business Impact: Represents Issues or questions not critical to the overall mission of the client. Workaround is available.	Customer Portal, Email	8 Hours

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

Contacting TAC

Clients 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

Clients 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

Clients 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 Palo Alto Networks 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 Client environment and submit an escalation with Palo Alto Networks
- Palo Alto Networks will work on the case with TAC to completion

Return Material Authorization (RMA) Process

Trustwave is responsible for troubleshooting hardware issues reported by Client, and initiating hardware replacement services with Palo Alto Networks on behalf of its supported End Users when required.

RMA Eligibility

To be eligible for an appliance RMA, the appliance must be in good operating condition and a supported hardware and release by Palo Alto Networks. The Client must also have a current Trustwave maintenance or warranty agreement in place to be eligible for appliance RMAs. The process for troubleshooting an appliance is as follows:

- Trustwave TAC diagnoses the problem and attempts to resolve the issue over the phone or via the ticketing system.
- If appropriate, Trustwave TAC instructs the user to restore the appliance hard drive image to its factory default settings with information supplied by Trustwave TAC.
- If, after troubleshooting, the Trustwave TAC representative determines that the appliance hardware is defective and must be replaced, Trustwave will initiate an advanced exchange of the defective hardware with replacement hardware for eligible customers.

RMA Procedure

Before replacement hardware is processed, the Client must provide the following information:

- appliance model and serial number;
- Client name and ship-to address;
- contact person's name; and
- contact's phone number and email address.

Next Business Day Replacement

Trustwave issues a Palo Alto Networks-issued RMA number to the Client contact along with instructions for returning the defective hardware.

- A replacement device will be shipped within one business day of Trustwave's determination of the device failure.
- Requests received after the noted cut-off time will ship the following business day. Cut-off times are defined by the territory and local depot time as mentioned in the table below:

Americas:	Mon to Fri, 15:00 Pacific Time Zone
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EMEA:	Mon to Fri, 15:00 Local Depot Time*
Asia Pacific:	Mon to Fri, 15:00 Local Depot Time*
Japan:	Mon to Fri, 15:00 Local Depot Time*

- Palo Alto Networks will pay all shipping costs incurred in shipping the replacement Product. Upon receipt of a replacement Product, Client shall return the defective Product to Palo Alto Networks in the replacement Product's packaging, using the prepaid return air bill affixed to the exterior of the shipping carton, and arranging for the designated courier service for pickup. Shipping damage that occurs from insufficient packaging is not covered under this Agreement.
- In the event that the defective Product is not returned to Palo Alto within 10 business days after the delivered date of the replacement Product, Client will be charged the current list price of the replacement Product.
- Trustwave cannot be held responsible for delays due to customs clearance when shipping devices outside the United States.

Four Hour Replacement (Optional Add-on for Premium Support plan)

This is an optional plan and available at limited locations as supported by Palo Alto Networks. Trustwave will issue a Palo Alto Networks-issued RMA number to the Client contact, along with instructions for returning the defective hardware.

- If Hour Premium Support for your device was purchased, A replacement device will be shipped within four hours of Trustwave's determination of the device failure and RMA number issuance.
- Palo Alto Networks will pay all shipping costs incurred in shipping the replacement Product. Upon receipt of a replacement Product, Client shall return the defective Product to Palo Alto Networks in the replacement Product's packaging, using the prepaid return air bill affixed to the exterior of the shipping carton, and arranging for the designated courier service for pickup. Shipping damage that occurs from insufficient packaging is not covered under this Agreement.
- In the event that the defective Product is not returned to Palo Alto within ten (10) business days after the delivered date of the replacement Product, Client will be charged the current list price of the replacement Product.
- Trustwave cannot be held responsible for delays due to customs clearance when shipping devices outside the United States.

Client Responsibilities

- Access the Customer Support portal, respond to Tickets and confirm scheduled implementation of Product Updates and Security Updates
- Contact Trustwave at the preferred contact method according to the problem severity and business impact.
- Operate equipment and software at then-supported Maintenance Release
- Use reasonable efforts to isolate and collect all error and log files to enable Trustwave Technical Assistance center to fulfill its obligations herein.
- Notify Trustwave if you physically relocate device(s) covered by four-Hour Replacement service to new location(s).
- Client is required to have an authorized representative receive a four-hour replacement shipment. Failure to deliver replacement due to lack of Client representative will result in charges for subsequent deliveries.