CISCO | IronPort Email and Web Security

Service Description: Cisco IronPort Platinum Support and Platinum Plus Support

This document describes Cisco IronPort's Platinum Support and Platinum Plus Support offerings ("Support").

Direct Sale from Cisco IronPort. If you have purchased these Support services directly from Cisco IronPort, this document is incorporated into your purchase agreement with Cisco IronPort.

Sale via Authorized Reseller. If you have purchased these Support services through an authorized reseller, this document is for description purposes only; and the contract, if any, governing the provision of the Support service will be the one between you and your authorized reseller. Your authorized reseller should provide this document to you, or you can obtain a copy of this service description at: www.cisco.com/legal/services.html.

Platinum / Platinum Plus Support - Summary

Cisco IronPort Platinum Support Overview: The Cisco IronPort Platinum Support Program provides a comprehensive array of support services to assist in the administration and maintenance of Cisco IronPort security products. Features are designed to meet the demands of global customers, who require acute attention for their mission-critical business solutions. Further detail is provided in Table A below.

Cisco IronPort Support Feature Summaries

Platinum Support:
- 24 x 7 x 365 Support for Severity 1 issues
- 24 x 5 Support for Severity 2-4 issues
- Ticket Management Options
- Cisco IronPort Customer Support Web Site at: http://www.cisco.com/web/ironport/index.html
- Hardware and Software Support

Platinum Plus Support includes all-of-the above plus:
- Preferential Ticket Handling
- Platinum Plus support team with designated Customer Support Engineers
- Major Software Release Reviews
- Configuration Review

Support Case Management

- Appliance – Open a Support ticket directly via your Cisco IronPort Appliance
- Web - Manage tickets via the Cisco IronPort Support Portal: http://www.cisco.com/cisco/web/support/index.html
- Email - Email from registered administrator addresses to (support@ironport.com)

- Phone – Call Cisco IronPort's Global toll-free international phone numbers (see Table B below, or URL: http://www.cisco.com/web/ironport/contacts.html

Support Obligations and Limitations

Cisco IronPort Responsibilities: Support services for customers with valid Platinum or Platinum Plus Support includes:
- Phone and Email Support services for problem diagnosis
  - Remote Diagnostics – Cisco IronPort Support Engineers have the ability to perform remote diagnostics via Support tunnels (initiated upon customer request)
- Efforts to cure reported and reproducible Errors in the Software.
- Software patches, updates, releases and new versions of commercially-released Software.
- Hardware Support - In the event of a critical hardware malfunction, Cisco provides field units and hot-swappable replacement parts with RMA installation and return instructions.

Customer Responsibilities: The provision of the Support services assumes that Customer will:
- Use reasonable efforts to resolve internally any support questions prior to requesting Support services
- Report Errors promptly in writing in English
- Provide sufficient information to allow Cisco IronPort to duplicate the circumstances indicating a reported Software defect or Error
- Promptly incorporate the bug fixes, patches, updates, upgrades, releases and new versions provided hereunder
- Provide all reasonable cooperation access and full information to Cisco IronPort with respect to Cisco IronPort's furnishing of Support hereunder
- Back-up configurations on a regularly scheduled basis since configurations are generally not recoverable from failed hardware. Cisco IronPort will not be responsible for configuration recovery in the event of a hardware failure.
- For hardware replacement Support – return defective or returned Products in accordance with RMA instructions, properly packaged, and within 60 days of RMA issuance
- For remote Support – provide reasonable access, at Customer's expense, to the Product through internet to establish a data communication link between Customer and the Cisco IronPort engineer and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.

Cisco IronPort may obtain information regarding customer's email communication and web traffic and, as a condition to Cisco IronPort's provision of Support services to customer,

Cisco IronPort may use statistical data generated regarding customer's email and web traffic to improve its offerings (neither the source nor content of the information underlying the data will be disclosed).

Support Limitations:
- Software is supported up to 18 months from its initial release, or for two subsequent major releases, whichever comes first. More details on the Cisco IronPort Discontinuance Policy can be found at: http://www.cisco.com/web/ironport/product_discontinuance.html.
- Cisco IronPort has no obligation to provide Support and Maintenance obligations if:
  o The product was not used as specified by Cisco IronPort's specifications and Cisco IronPort reasonably believes that such use caused the Error;
  o The product software was altered, modified or corrected without Cisco IronPort's prior written consent; or
  o Another cause, within customer's control, caused the Error or a defect in the Product or Software.
- The term and associated fees for Cisco IronPort Platinum and Platinum Plus Support will be specific to customer's purchase of Support based on the then-current Cisco IronPort price book at time of purchase.

Terms Used

Error - means a failure of the Software to perform materially in accordance with the Documentation.

Documentation – means the user manuals and other written materials for the Products provided by Cisco IronPort.

Products – mean the Cisco IronPort hardware and software products, as made available to customers and published on Cisco IronPort's then current price list.

Software – means the software contained on the hardware Products in object code format. Any one-off modifications or enhancements offered to customer(s) as an accommodation shall not waive or diminish Cisco IronPort's right to determine, in its sole discretion, whether or not an enhancement constitutes an update or new product.

Severity and Escalation Guidelines

Severity 1 – Critical (operation stopped) – Product failure or problem with essential feature that results in an unacceptable user experience. Customer-acceptable workaround does not exist (service or service-level outage condition). Target response time of < 1hour.*

Severity 2 – Serious (operation restricted) – Service affecting. problem with valued feature/capability that precludes or otherwise materially adversely impacts its use. Customer-acceptable workaround exists. Target response time of 4 hours.*

Severity 3 – Important (workaround available) – Non-service affecting. Product is not performing and/or operating as specified; typically a problem affecting Product clarity, efficiency, performance against specifications, Documentation, etc. Either no workaround required or easy workaround exists. Target response time of 24 hours.*

Severity 4 – Request (information or new feature) – Non-service affecting. To-do items, such as tech notes, Q&As. Target response time of 24 hours.*

*Severity 1 target response times are measured in calendar hours – 24 hours per day, 7 days per week. Severity 2, 3 and 4 target response times correspond with Standard Business Hours. See Table A for further information.

TABLE A – Platinum and Platinum Plus Support Benefits Table

	Platinum Support	Platinum Plus Support
Support Requests		
Phone, Email & Web	24/7	24/7
Technical Support		
Office hours (critical and non-critical issues)	Monday 12 a.m. – Saturday 2 a.m. UTC/GMT Sunday 4 p.m. – Friday 6 p.m. PST	Monday 12 a.m. – Saturday 2 a.m. UTC/GMT Sunday 4 p.m. – Friday 6 p.m. PST
Severity 1 (Critical)	24x7x365 Toll-Free Phone Support	24x7x365 Toll-Free Phone Support
Severity 2-4 (Non Critical)	24x5 Appliance, Web, Email and Phone Support	24x5 Appliance, Web, Email and Phone Support
Response time targets	Sev 1: <1 hour Sev 2: 4 hours Sev 3: 24 hours Sev 4: 24 hours	Sev 1: <1 hour Sev 2: 4 hours Sev 3: 24 hours Sev 4: 24 hours
Platinum Plus support team with designated Customer Support Engineers	No	Yes
Hardware & Software Support		
Upgrade notifications	Yes	Yes
Field upgrades	Yes	Yes
Remote diagnostics	Yes	Yes
Hardware support including Advance Replacements*	Yes	Yes
Major Software Release Reviews	No	Yes
Configuration Review	No	Yes
Online Resources		
Documentation	Yes	Yes
FAQ	Yes	Yes
Support Portal		
Ticket Management (open and update support cases)	Yes	Yes
Forums	Yes	Yes
Knowledge Base (Searchable)	Yes	Yes
Security Alerts	Yes	Yes

* Customer Support determines Advance Replacement eligibility. Service level target to deliver shipments to Customer's site the next business day (second business day if failure occurs on Saturday, Sunday, or US holiday). Due to variable import, export, and customs restrictions, shipments outside the US can vary.

TABLE B – Cisco IronPort Support Phone Numbers

LOCATION	PHONE NUMBER				
U.S. Number	(650) 989-6533				
Toll Free Numbers (support provided in English)					
U.S. & Canada	(877) 641-4766				
Europe, Middle East and Africa	**PHONE NUMBER**	**Asia Pacific**	**PHONE NUMBER**	**Central America/Latin America**	**PHONE NUMBER**
Austria	0800-291-753	Australia	1800-204-810	Argentina	0800-666-0122
Denmark	08088 9355	China (Northern)	10-800-712-1606	Brazil	0800-891-6450
Finland	0800-914-712	China (Southern)	10-800-120-1606	Mexico	001-866-296-5992
France	0800-917-558	Hong Kong	800-963-430		
Germany	0800-182-9035	India	000-800-100-3219		
Ireland	1800-555-067	Japan	00531-490037		
Italy	800-924612	Korea	00308-12-3361		
Norway	800-13466	Malaysia	1800-807-178		
South Africa	0800-992-538	New Zealand	0800-449-762		
Sweden	020-79-2458	Phillippines	1800-1114-1829		
Switzerland	0800-562-763	Singapore	800-492-2109		
United Kingdom	0800-917-5578	Taiwan	00801-13-7772		
		Thailand	001-800-12-0664831		