

## OFFERINGS

The basic level includes:

- Interactive Web Support and access to current online technical knowledge
- Bug isolations and workarounds
- Quality Defect Correction
- Access to minor releases and patches releases of licensed software

## Deliver the best subscriber and operational experience with unlimited, self-service support.

Cloudmark Support Services offers superior technical support services designed to support the world's largest service providers and operators, maximizing the value of the customer's investment.

The Cloudmark benefit: highly effective, available and reliable systems.

### BASIC SUPPORT

Cloudmark Basic Support enables access to a shared support team and all self help support tools. Basic support is ideally suited to small- to medium-sized providers playing a large role in operating their own environment and resolving issues.

#### *Cloudmark Electronic Support*

Cloudmark's web-based support services are designed to enable customers to easily obtain current information about Cloudmark products and solutions. The portal also enables customers to easily track any reported incidents.

#### *Expert*

Cloudmark Basic Support contacts are experts with the Cloudmark technology and have general knowledge on messaging infrastructures and technologies.

#### *Carrier Class*

The Cloudmark Basic Support program has been designed for highly technical service provider administrators that require in depth knowledge of how the software functions and any knowledge base issues.

For more information visit us at [www.cloudmark.com](http://www.cloudmark.com)

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### Cloudmark Basic Support

| Hours           | Business Hours  | Web access to tickets | Yes  |
|-----------------|-----------------|-----------------------|--|
| Support Team    | Shared          | Threat awareness      | None   |
| Target Response |                 | Target Resolution     |  |
| P1              | 1 hour          | P1                    | Continuous effort until workaround or resolution   |
| P2              | 1 business day  | P2                    | 5 business days                                    |
| P3              | 2 business days | P3                    | 20 business days                                   |
| P4              | 3 business days | P4                    | Enhancements provided if available in next release |