

OFFERINGS

In addition to a designated Premium Support contact and 24x7 remote monitoring systems, the premium 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

<http://www.cloudmark.com/support>

Cloudmark's online support portal provides access to the incident submission and tracking system, knowledge base, product documentation and research reports. Each Premium Support customer receives a dedicated portal to the support site, providing easy access to all support resources relevant to their installation.

For more information visit us at www.cloudmark.com

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Deliver the best subscriber and operational experience with carrier-class support

Cloudmark Support Services offers superior technical support designed for the world's largest service providers and operators, maximizing the value of the customer's investment. Cloudmark Premium Support provides expert assistance and an assigned team of technical experts, including a designated Contact with detailed knowledge of the customer environment and preemptive remote system monitoring 24x7.

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

PREMIUM SUPPORT

Cloudmark Premium Support is distinguished by the expertise of the designated technical contacts, the proactive monitoring systems and procedures.

Expert

Dedicated technical contacts are experts beyond just the Cloudmark technology, having expertise on messaging infrastructures and technologies.

Carrier Class

The Cloudmark Premium Support program has been designed for service provider networks requiring high availability, reliability and constant up time. Going beyond incident response, Cloudmark's support team views each support relationship as a long term partnership—engaging in all aspects of the long term messaging security strategy.

Proactive

Cloudmark provides 24x7 remote system monitoring and notification to quickly identify any system anomalies before subscribers are impacted. The Cloudmark Research team proactively monitors trends specifically observed at Premium Support customers, including data from messages scanned, administrative feedback and subscriber reports.

Comprehensive

Premium Support incidents remain open until the customer regards the issue as resolved—regardless of whether the issue is with the Cloudmark product or with another part of the messaging infrastructure.

Cloudmark Premium Support

Hours	24x7	Real-time monitoring	Yes, 24x7
Support Team	Assigned	Web access to tickets	Yes
Designated Contact	Dedicated Technical Expert	Preventive planning	One preventative support planning meeting
Training Packages	Available at additional charge	Threat awareness	Proactive alert on latest threat trends
Target Response		Target Resolution	
P1	1 hour	P1	Continuous effort until workaround or resolution
P2	1 business day	P2	3 business days
P3	2 business days	P3	10 business days
P4	3 business days	P4	Enhancements provided if available in next release