

SUPPORT OFFERINGS

PREMIUM SUPPORT

- Unlimited 24/7/365 Telephone Support
- Unlimited Online and Email Support
- Four Customer Contacts
- Global Support Service
- Case Reports as needed
- Prioritized Problem Tracking
- Problem Solving and Correction
- Problem Escalation and Management
- Annual Maintenance Period
- Maintenance on Minor Releases
- Product Updates

CONTACTING SANA

TECHNICAL SUPPORT

Use online resources and email to ask questions and find answers. The answer to your question may already be available online.

If you need to file a Critical Technical Issue, call Sana directly::

650.292.7111

Monday - Friday

9:00 a.m. - 5:00 p.m. Pacific Time
(Excluding holidays)

BASIC SUPPORT

- Telephone Support
- Online and Email Support
- Two Customer Contacts
- Prioritized Problem Tracking
- Problem Solving and Correction
- Problem Escalation and Management
- Annual Maintenance Period
- Maintenance on Minor Releases
- Product Updates

ONLINE SUPPORT

- News and Security Advisories
- Product Updates
- Knowledgebase
- Non-Urgent Support Requests
- Contact Management
- Documentation

WORLD-CLASS SUPPORT: SOLUTIONS THAT BUILD RELATIONSHIPS

Sana Security combines award-winning host-based intrusion prevention products with market-leading customer service and support. The Sana Support Team provides innovative, flexible, and cost-effective support solutions that reflect our commitment to building successful, long-term customer relationships.

The Sana Support Team knows that unscheduled downtime often imposes unanticipated costs. As a result, Sana is dedicated to providing the industry's fastest, most flexible, and cost-effective support tools, including:

- Technical support via email, telephone, and the Web during business hours
- Prioritized problem tracking, solving, and correction
- Problem escalation management
- Optional 24/7/365 support for critical technical issues

Sana Product Support also provides constant access to the latest product upgrades, including free maintenance releases and software patches, and urgent security alerts. All Sana Security customers also receive full access to the Support Portal, a comprehensive collection of Web-based technical support resources.

SUPPORT THAT WORKS FOR YOU

Sana support packages include two options that enable customers to select the appropriate level of support for their technical, financial, and operational requirements:

PREMIUM SUPPORT

Sana's highest-touch support package combines the benefits of the Basic Support Plan with value-added, highly personalized account management features, including:

- Non-business hours support for Mission Critical Severity Level 1 Issues
- One-hour response time by Sana Support Engineers for Severity Level 1 Issues
- Resolutions, workarounds, and fixes to Severity Level 1 Issues on demand

BASIC SUPPORT

Sana's basic support package includes a variety of cost-effective features designed to satisfy most customers' basic technical support requirements:

Problem Tracking

Every problem reported will be assigned a case number to be tracked in Sana's Call Management System. Support engineers will follow-up and pro-actively contact customers to provide case updates and dispositions status until issues reach resolution.

Problem Solving and Correction

All reported problems will be assigned a Severity Level, which will be agreed on by both Sana Support and the Customer. Research and engineering work will be performed based on the Severity Level of the problem.

SEVERITY LEVEL DEFINITIONS

- **Severity Level 1:** Non-operational production system, critical problem, Primary Response system failure or a serious security breach. Sana Support engineers will provide an initial response within 1 business hour. In an attempt to resolve this problem quickly, a resolution, workaround or emergency bug fix may be provided after reproducing it in Sana's labs. Same day escalation to the Director of Support for an action plan.

SEVERITY LEVEL DEFINITIONS (continued)

- **Severity Level 2:** Development system down, Primary Response system is operational, but a major function or feature in non-operational or is not working up to expectations; minor security breach that does not have an immediate impact to the customer's business. Sana's Support engineers will provide initial response within 2 business hours and work toward a resolution which may be included in follow-on maintenance releases.
- **Severity Level 3:** A low-impact problem; software is operational but is experiencing problems or reporting errors. This could also be a configuration, software management issue or a feature request. Sana Support engineers will provide an initial response within 8 business hours and work toward resolution which may be included in a follow-on release.

Problem Escalation Management

In order to adjust the priority upward and focus Sana Management's attention on customer problems, a Sana Support engineer will notify Support Management to provide an action plan.

Available Releases

Sana customers who have purchased a Maintenance Plan will receive Patch Updates and Maintenance Releases as available. Customers will also receive Documentation Updates and Major Releases upon request. Pro-active maintenance release announcements will be sent to customers by email. All reported problems will be reproduced on the then-current release in Sana's labs in order to isolate and provide a resolution.

Sana Security Support Plans Details

	BASIC SUPPORT PLAN	PREMIUM SUPPORT PLAN
Maintenance Period	<ul style="list-style-type: none"> • 12 months 	<ul style="list-style-type: none"> • 12 months
Hours of Support	<ul style="list-style-type: none"> • Normal business days 9 a.m. - 6 p.m. M-F Your Local Time 	<ul style="list-style-type: none"> • 24 hours/7 days /365 Days • Off-hour support for Severity Level 1 problems
Initial Commitment	<ul style="list-style-type: none"> • During Normal Business Hours <ul style="list-style-type: none"> - Severity 1 - 1 hour* - Severity 2 - 2 hours* - Severity 3 - 8 hours* * Within the hours of your support coverage 	<ul style="list-style-type: none"> • During Normal Business Hours <ul style="list-style-type: none"> - Severity 1 - 1 hour* - Severity 2 - 2 hours* - Severity 3 - 8 hours* * Within the hours of your support coverage • Off-hours: <ul style="list-style-type: none"> - Severity 1 - 1 hour
Access to Support	<ul style="list-style-type: none"> • During Normal Business Hours <ul style="list-style-type: none"> - Email: support@sanasecurity.com - Phone: (650) 292-7111 - Web: support.sanasecurity.com 	<ul style="list-style-type: none"> • During Normal Business Hours <ul style="list-style-type: none"> - Email: support@sanasecurity.com - Phone: (650) 292-7111 - Web: support.sanasecurity.com • Off-Hours: <ul style="list-style-type: none"> - Phone: (650) 292-7111
Authorized Contacts	<ul style="list-style-type: none"> • 2 per customer site 	<ul style="list-style-type: none"> • 4 per customer site
Resolution	<ul style="list-style-type: none"> • Timely responses with a fix, solution, workaround or an action plan to provide one of the above. 	<ul style="list-style-type: none"> • Immediate research initiated to provide a fix, solution, workaround or an action plan to provide one of the above.
Escalation Path	<ul style="list-style-type: none"> • Available when not satisfied 	<ul style="list-style-type: none"> • Available until resolution
Upgrades/Updates	<ul style="list-style-type: none"> • Corrective maintenance (minor releases: x.X to x.Y) and upgrades for subsequent major product releases (X.x to Y.x) are available. 	<ul style="list-style-type: none"> • Corrective maintenance (minor releases: x.X to x.Y) and upgrades for subsequent major product releases (X.x to Y.x) are available.