AlienVault Unified Security Management™ Solution

Complete. Simple. Affordable.

Support Reference Guide
Version 5.2

This document covers the following products:

- USM 4.x
- USM 5.x

Rev. 8/24/16

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1. INTRODUCTION

The purpose of this guide is to provide an overview of the services and operating procedures for AlienVault ("AV") Lightspeed Technical Support and AlienVault Customer Service.

As an AlienVault customer, you will have access to our highly trained technical support staff as well as the right to use our support portal with tools, knowledgebase, case activity tracking and a support history of your products. Reviewing the procedures described in this guide will enable you to receive our best possible service and fastest problem resolution.

Note – This guide is for reference only – please consult your AlienVault Master License Agreement for specific terms and conditions.

2. SUPPORT OFFERINGS

AlienVault offers full Technical Support and Customer Service to ensure you have the help you need when you need it

LIGHTSPEED SUPPORT & CUSTOMER SERVICE SUMMARY

Support Features	Lightspeed Support
Customer Service Contact Method	Phone/Email/Web Portal
Technical Support Contact Method	Phone/Email/Web Portal
Service Level (SLA) response times P1/P2/P3/P4	4/8/24/36 (hours)
Online Ticket Submission/Tracking	Yes
Access to Knowledgebase	Yes
Escalations	Yes
Customer Service – Coverage Hours/Day	Monday-Friday 8:00am-5:00pm PST
Technical Support – Coverage Hours/Day	Monday-Friday 9:00am (CET) – 5:00pm (PST)
# Support Contacts Allowed	Unlimited
# Support Requests Allowed (Annually)	Unlimited
Managed Appliance Service	Optional

3. HOURS OF OPERATION

(i) <u>United States and Canada:</u>   Hours of operation for Technical Support based in the Americas are 9:00 a.m. to 5:00 p.m. in the local region, Monday through Friday, excluding AlienVault-US holidays (set forth in Section 12 below).

(ii) <u>Latin America and South America:</u>   Hours of operation for Technical Support based in the Latin America and South America are 9:00 a.m. to 5:00 p.m. in the local region, Monday through Friday, excluding AV-Spain holidays and/or AV-US holidays (set forth in Section 12 below). Both the US and the Spanish offices support Latin and South America.

(iii) <u>EMEA:</u>   Hours of operation for Technical Support based in EMEA (Europe, the Middle East, and Africa) are 9:00 a.m. to 5:00 p.m. CET, Monday through Friday, excluding AlienVault- Spain holidays (set forth in Section 12 below).

(iv) <u>APJ:</u>   Hours of operation for Technical Support based in APJ (Asia-Pacific region, including Japan) are 9:00 a.m. to 5:00 p.m. CET Monday through Friday, excluding AlienVault- Spain holidays (set forth in Section 12 below).

(v) <u>India:</u>   Hours of operation for Technical Support based in India are 9:00 a.m. to 5:00 p.m. CET, Monday through Friday, excluding AlienVault-Spain holidays (set forth in Section 12 below).

(vi) <u>Web and Email:</u>   Web Portal access and the ability to send emails or leave voicemail are available 24x7. Response to those requests will be dependent on the Support Services Plan Customer has purchased.

4. HOW TO CONTACT TECHNICAL SUPPORT OR CUSTOMER SERVICE

The following methods are available for contacting Technical Support

- US Telephone: (888) 613-6023 or (650) 713-3333
- EMEA Telephone: +34 672 308 632
- Web - Submit a ticket through AlienVault Self-Service: https://support.alienvault.com
- Email - Send an email thoroughly describing the issue to: support@alienvault.com

Note: When a problem is submitted via email, you will receive an auto-reply from the ticketing system acknowledging receipt and assigning the ticket a case number for future tracking. To ensure proper tracking of please ensure your ticket number is included in the subject line of any email sent to the company. This email is not considered "first response".

Note: For the most expeditious response, AlienVault suggests users contact Technical Support via the Support Portal (support.alienvault.com) or email (support@alienvault.com).   A Technical Support Engineer will respond quickly and within the designated SLA time constraints. Should users call, It's also possible to leave a voicemail message if all Technical Support representatives are busy or if the call originated outside of the Technical Support hours of operation.

INFORMATION REQUIRED

To assist us in resolving your issue as quickly as possible, when reporting a problem please provide the following information:

Customer Information:
- Company
- Contact name
- Phone number
- Email address

Resolution Assistance Details:
- Customization or special configuration information
- Details on how to reproduce and verify the error
- Information on the severity/impact of the problem
- The Urgency of a resolution: Emergency, Important, Normal, Deferrable

Requirements
- AlienVault requires that the Customer representatives who intend on working with AV Technical Support attend ACSE (AlienVault Certified Security Engineer) training and achieve certification prior to engaging with or receiving assistance from the AV Technical Support Engineers.

PROBLEM RESOLUTION PROCEDURES

When a problem is reported, AlienVault may:
- Request executing the Diagnostic Tool – When a new ticket is opened, the system will automatically provide instructions on how to execute the AlienVault Diagnostic Tool. This tool will send AlienVault Technical Support Engineers the information they need to expeditiously and effectively diagnosis the issue. The information it provides consists of various AlienVault logs and similar diagnostic information. In general, the tool does not send any sensitive information. Regardless, it is automatically encrypted with a public key and only the AlienVault Support team is able to decrypt the message.
- Request a Remote Meeting - AlienVault may request a remote meeting using Go to Meeting, WebX or equivalent. This is very common and extremely effective in resolving issues quickly and efficiently.
- Request CMDB Access – If the customer has a configuration database (CMDB) and there are configuration changes affecting the software and/or hardware, AlienVault Technical Support may request access the CMDB in order to diagnose the issue.
- Request VPN access – In some instances, VPN (Virtual Private Network) may be requested because it will facilitate the efficiency of resolving the issue.
- Analyze the problem and determine case priority with the customer.
- Work with internal resources to identify and fix the problem.
- Keep up-to-date status information and provide updates to the customer.

- Provide problem resolution to the customer in form of additional product information, a patch or a workaround.
- Follow-up with the customer.
- Provide all relevant commercially available updates, fixes, patches, enhancements, minor upgrades and maintenance releases. (i.e. Rev # x.y.z where y = minor release and z = maintenance release).
- Provide training and consulting at current rates as requested by the customer.
- Schedule conference calls with the customer to discuss any possible problems, solutions and additional features.

ABOUT ONSITE SUPPORT

Onsite support may be suggested in instances where issues cannot be resolved over the phone or via email. Onsite support is contingent upon mutual agreement between AlienVault and the customer based on the severity of the issue. Unless otherwise agreed upon, customer will reimburse AlienVault for travel related expenses.

5. PRIORITY, IMPACT AND URGENCY LEVELS

Priority Level Determination:

Priority Levels are determined by the *Impact* of the issue and the resolution Urgency to the customer as indicated in the table below:

CASE PRIORITIZATION TABLE

Impact / Urgency

	Emergency	Important	Normal	Deferrable
Critical	P1	P1	P2	P2
High	P1	P2	P3	P3
Medium	P2	P2	P3	P4
Low	P2	P3	P3	P4

Priority, Impact and Urgency Definitions:

Priority, *Urgency* and *Impact* levels are defined below as:

PRIORITY LEVEL

Priority Level, which is determined by a combination of *Impact* and *Urgency*, identifies the sequence in which support cases are to be worked. A higher *Priority* entails escalation and notification to higher levels within the company. AlienVault *Priority Levels* are:

- *Priority 1 (P1)* – This level implies immediate and sustained effort using any and/or all-available resources as required until the issue is resolved with real-time/daily customer interaction and follow-up.

- *Priority 2 (P2)* – The situation is considered highly volatile, requiring regular follow-up communications every 72 hours with a resolution provided in the next software release to the extent that this is commercially feasible.

- *Priority 3 (P3)* – This priority level dictates that the issue be addressed as soon as possible, but after P1/P2 issues. The frequency of follow-up communications should be made on at least a weekly basis.

- *Priority 4 (P4)* – Indicates that the issue needs to be addressed, but may be worked on an "as available" basis as long as response falls within defined SLAs. Follow-up frequency is to be determined with customer.

IMPACT LEVEL

Determined by the TSE with assistance from the customer to help assign priority to problems causing the greatest impact. This defines the business criticality of the issue and the extent of the degradation of service. AlienVault *Impact* levels are:

- *Critical* –The customer is unable to operate their business due to issues with AlienVault, the software is not operational and a work around is not available.

- *High* – Severe errors that disable major software functions. Customer's ability to perform tasks is significantly impeded. The error may be repetitive in nature and impacts timely performance of tasks. No work around is available.

- *Medium* – Errors disabling only certain non-essential functions in the software as described in documentation. Impact is confined to an inconvenience with minimal impact on basic functionality. A reasonable workaround will be provided if available.

- <u>Low</u> – Enhancement request, documentation error or minor flaw in the software. The issue does not impact product quality, performance or functionality.

URGENCY LEVEL

Indicates the seriousness of the reported issue. The customer typically sets *Urgency*, but if unspecified, the system will set one automatically. AlienVault *Urgency* levels are:

- <u>Emergency</u> – For an *Emergency* issue, customer requires immediate attention from support…highest level of response requested.

- <u>Important</u> – An *Important* Urgency level indicates that the customer requires expedited resolution, but can bear minimal delays.

- <u>Normal</u> – For a *Normal* Urgency level, customer needs to have the issue addressed quickly, but can get by for now.

- <u>Deferrable</u> – Issue may be resolved later, a delay in resolution is considered acceptable.

6. SUPPORT STANDARDS AND SLAS

Response and Resolution Standards:

Technical Support will address reported issues based on the *Impact*, *Urgency* and the resulting *Priority* as indicated below:

PRIORITY 1

For *Priority 1* issues, AlienVault will provide:
- An initial response within four (4) hours from the time AlienVault becomes aware of the issue during *Normal Business Hours*.
- Daily follow-ups on the status of resolving the reported issue until a correction or workaround has been provided to Customer.
- A detailed plan for resolution within one (1) business day of the time AlienVault becomes aware of the issue during *Normal Business Hours*.
- AlienVault will make every commercially reasonable effort to resolve this issue in the shortest amount of time possible including, but not limited to, sending AlienVault engineers onsite to trouble shoot the problem and deliver of a patch release.
- A resolution for the issue in the next software release when commercially feasible.

PRIORITY 2

For *Priority 2* issues, AlienVault will provide:
- An initial response within eight (8) business hours from the time AlienVault becomes aware of the issue during *Normal Business Hours*.
- Follow-up communications every 3 business days reporting on the status of correcting such error until a resolution or workaround has been provided.
- A plan for resolution within three (3) business days of the time AlienVault becomes aware of the issue.

PRIORITY 3

For *Priority 3* issues, AlienVault will provide:
- An initial response within twenty-four (24) business hours from the time AlienVault becomes aware of the issue during *Normal Business Hours*.
- Follow-up communications at least once every two weeks reporting on the status of correcting such error until a resolution or workaround has been provided.
- A resolution for the issue in a future software release when commercially feasible.

PRIORITY 4

For *Priority 4* issues, AlienVault will provide:
- An initial response within thirty-six (36) business hours from the time AlienVault becomes aware of the issue during *Normal Business Hours.*
- Determination as to whether fix will be reflected in subsequent software releases and communicate that decision to the customer.

Priority Escalation Times

The chart below outlines the escalation of case Priority levels based on elapsed time. The Priority level will be incremented automatically by the support case management system as indicated below:

Priority Level	Standard
Priority 1	2 business days (48 hours)
Priority 2	5 business days (120 hours)
Priority 3	15 business days (360 hours)
Priority 4	30 business days (720 hours)

PRIORITY ESCALATION NOTIFICATIONS

In the event that a Priority Level is about to be escalated or has been escalated, notifications are sent via email to appropriate individuals within AlienVault as outlined in the table below:

Elapsed Time	P1	P2	P3	P4
24 Hours (1 day)	VP of Support, Sales Rep			
48 Hours (2 days)	VP of Customer Success	VP of Support, Sales Rep		
72 Hours (3 days)	CTO	VP of Customer Success		
96 Hours (5 days)	CEO	CTO		
120 Hours (5 days)		CEO	VP of Support	

7. SERVICE AVAILABILITY

AlienVault shall use reasonable efforts to achieve the target Service Availability Goal of 99.99% network uptime except during scheduled Service Maintenance ("Service Commitment"). Notwithstanding the foregoing, Customer recognizes that the Internet is comprised of thousands upon thousands of autonomous systems that are beyond the control of AlienVault. Routing anomalies, asymmetries, inconsistencies and failures of the Internet outside of the control of AlienVault can and will occur, and such instances shall not be considered any failure of the 99.99% network uptime. Whilst Customers are free to monitor network uptime on their systems and other monitoring services, AlienVault proactively monitors network uptime and the results of these monitoring systems shall provide the sole and exclusive determination of network uptime.

8. SCOPE AND DEFINITION OF TECHNICAL SUPPORT

Definition of Technical Support

AlienVault Global Technical Support aims to provide aid and assistance to users of AlienVault USM products. The Team is well qualified to answer questions, diagnose failures and troubleshoot problems. Although not a training organization, the Support Team strives to transfer knowledge during all customer interactions. The goal is to facilitate successful installations of AlienVault USM, which requires knowledgeable Administrators and End Users.

Generally, Technical Support does not install, deploy or configure the AV USM solution, perform upgrades or provide customizations such as scripts that some end users create and run for various reasons. If it's determined that Customizations and Scripts are necessary in a particular deployment, please seek and use a Certified AlienVault Partner for that work.

The Support Team concentrates on ensuring the product operates and performs to its published specifications, which by definition, does not include customizations.

Technical Support Engineers (TSE) remotely access deployed AV USM systems when necessary to troubleshoot issues, observe questionable product behavior and/or review settings, logs and general system status and health.

WHAT IS PART OF TECHNICAL SUPPORT

- Analyzing challenges that prevent the product from operating as it was designed, and determining if the problem was a result of a Defect or Configuration error.
- Escalating and explaining discovered Defects to the Engineering Team and updating Customer about the status of forthcoming patches.
- Pointing Customer to general documentation related to their questions.
- Providing basic instructions to properly configure the product when the Customer is unaware of how to configure AlienVault USM to achieve a specific behavior.
- Receiving and understanding the customer's Idea(s) and properly communicating the Idea to the Product Management Team.
- Troubleshooting and validating hardware failures.
- Identifying challenges that the Customer is trying to solve and provide Best Practices to get the most benefit from the product.

WHAT IS NOT PART OF TECHNICAL SUPPORT

- Consulting or Designing Solutions.
- Modifying Configuration tasks over Customer Environment.
- Diagnosing Customer's Internal Network Infrastructure Communication Issues (frequently reported as USM problems without reviewing the communication network infrastructure).
- Developing Internal Maintenance Scripts.

- Creating Custom Correlation Rules.
- Applying False Positives Filters.
- Integrating New Devices in the Customer Environment.
- Reviewing and Validating Customer Network Infrastructure changes.
- Deleting unnecessary System Information.
- Validating Alarms or Security Incidents.
- Developing additional modules or scripts for the AlienVault USM.
- Creating Advanced configurations for products included on the AlienVault USM (Host IDS additional configuration, network IDS rules, etc.).

What is meant by "Not Supported"

If an end user chooses to deviate from the supported platforms or customizes AlienVault USM, AlienVault will no longer guarantee the solution will operate as specified. There are some very valid reasons for this:

First of all, it is impossible to duplicate every "customized" customer environment within AlienVault QA; therefore, testing patches and fixes is not practical. Furthermore, new AV USM Releases, including monthly Maintenance Releases, may overwrite current customer custom configurations and either degrade system performance or require the Custom system changes to be reapplied.

AlienVault also understands the desire for some users to customize AlienVault. AV Technical Support will absolutely attempt to support these customers within the following limits:

1. SLA/Response Times – AlienVault will continue to honor SLA commitments and respond to support requests in a normal fashion.
2. Escalation Process – AlienVault will not adhere to normal escalation processes for custom solutions.
3. Test Environment – AlienVault may need access to the User's environment to debug issues and test fixes.
4. There may be instances where we cannot find the root issue and the system must be returned to its default state. The responsibility of returning the system to a default configuration lies with the end user.
5. If there is any issue that is determined to be dependent on the customization, AlienVault may choose to not fix that issue and in fact if the degree customizations are of a magnitude that makes the analysis difficult, AlienVault may choose, at its discretion, to not provide assistance until the deployment is returned to a supported configuration.

As a practical matter, here are some Best Practices with regards to customization:
- Changes to the underlying operating system are extremely problematic. This is not recommended under any circumstance. Users who attempt to upgrade OSSIM to the AV-USM version are in fact installing a custom version of the operating system.
- Non AlienVault hardware is not recommended under any circumstance.
- Any customization or script that affects the Database is problematic and determined to be the root cause of many issues.

PLUGINS (NEW OR UPDATE)

If you would like a new plugin created for USM, or need an update to an existing plugin please follow the instructions located at https://www.alienvault.com/documentation/usm-v5/kb/2016/03/how-to-request-a-new-plugin-or-updates-to-an-existing-plugin.htm and submit the needed info/file to Support@alienvault.com.

DEFECT AND IDEAS (I.E. FEATURE REQUESTS)

Also when necessary, The Support Team submits "Defects" and "Ideas" to the Engineering and Product Management Teams. Here is what to expect in these circumstances. Defects are resolved as quickly as possible and, in almost all instances, Defect fixes will undergo a full QA cycle. As a rule, an AV USM Release is made available every 30 days that's specifically designed to introduce Resolved Defects into the GA Version of the product, and in order to accommodate QA Testing Cycles, the code freeze for a particular Release is typically 14 days prior to the planned AV USM Release date. So in general, a fix for the defect can be expected in the next 2 releases if the defect is considered "major".

Ideas may be filed anytime and we encourage participation in that process. Simply put, this greatly helps the AV Product Advisory Team create, design and produce a better product. In great detail, please explain the reasoning behind the Idea, as this will aid the Engineering Team to better understand the use case and thus design a solid solution. Ideas are reviewed a few times a year and, if developed, will be released in major upgrades only.

END USER REQUIREMENTS

AV Technical Support assumes End Users have completed the AlienVault USM for Security Engineers Course and successfully passed the ACSE (AlienVault Certified Security Engineer) exam. In addition to the course and certification, it's expected that Users have:
- Firm understanding of Network Security.
- Basic TCP/IP networking knowledge and skills including IP addressing, DNS, switching, routing.
- Basic familiarity with IT security concepts and associated skills, including threats, vulnerabilities, risk management and security devices/applications.
- Basic Linux skills, including the use of the command line interface for file and user management, and text editing (Vim, Nano).

9. SERVICE MAINTENANCE

AlienVault shall provide Service Maintenance, which may cause scheduled service outages. AlienVault shall attempt to schedule Service Maintenance during the times as specified in Table 2 – Service Maintenance Times. However, the parties agree that it may be necessary for Alienvault to perform Service Maintenance during times other than those specified in Table 2, and Alienvault reserves the right to perform Service Maintenance during times other than those specified in Table 2.

Table 2 – Service Maintenance Times

Service Maintenance Times (Day)	Service Maintenance Times (hours)
Monday to Friday	8pm to 4am (PST)
Saturday	12pm to 12am (PST)
Sunday	12pm to 12am (PST)

10. MAINTENANCE AND FIXES

Problems that cannot be resolved directly by Technical Support will be escalated to the Engineering team. All defects are reviewed by the AlienVault Support, Engineering and Product Management organizations as part of a weekly ERB (Engineering Review Board) meeting and as part of the regular product development process. The plan will be to either close the defect without a fix or address the issue in a future patch or periodic maintenance release. Customers will be informed regarding the plan of action for reported defect.

11. END-OF-LIFE POLICY AND LEGACY SUPPORT

Products will eventually reach their natural end of life. Usually they are replaced with new and better technologies. But sometimes source parts disappear from the market and are no longer available which may affect AlienVault products. This is part of any technology product's lifecycle. It is our goal to provide as much visibility into this process as possible. AlienVault will provide prior notice before the "end of life" (EOL) of any software or hardware product.

AlienVault's current End of Life policies are posted on its website.

12. HARDWARE MAINTENANCE

AlienVault provides a 1-year warranty with 1-year of Lightspeed Replacement (LSR) for most Hardware appliances shipped by AlienVault.

The only extended warranty program offered by AlienVault is the Lightspeed Replacement program.

AlienVault operates under a "return and repair" process for all Hardware not covered under a Lightspeed Replacement agreement. Units shipped back to AlienVault will be repaired and returned to the customer within 2 weeks of receiving the unit. The customer is responsible for all shipping fees and a RMA is required.

For customers not covered under Lightspeed Replacement Service, the cost for the return and repair service is covered under the 1-year maintenance agreement. After one year, a repair cost may be incurred.

13. LIGHTSPEED REPLACEMENT

AlienVault provides an (optional) Advanced Replacement program where a new (or refurbished) unit will be shipped with priority shipping within 48 hours of RMA authorization and generation (see process below). In many cases, the units will be shipped the same day.

TERMS AND CONDITIONS

- Replacement Appliance Shipped within 48 hours of RMA issuance
- Non-transferable, annual subscription
- Credit card or PO required upon RMA issuance
- Old product must be returned within 30 days or new one will be billed at current list price
- Return shipping paid by customer
- Replacement machines may be refurbished
- Must be current with Support and Maintenance and Threat Intelligence subscription
- Coverage cannot lapse for more than 30 days
- LSR only available in the US and the EU

Lightspeed Replacement does not apply if one of the following conditions is met:
- Damage from external causes such as abuse, misuse or problems with electrical power
- Servicing not authorized by AlienVault
- Usage that is not in accordance with product instructions
- Failure to follow the product instructions or failure to perform preventive maintenance
- Problems caused by using accessories, parts, or components not supplied by AlienVault
- Products with missing or altered serial numbers
- Products for which AlienVault has not received payment
- Products that have been physically damaged

HARDWARE REFRESH

- Customers who have paid for LSR for more than three years (this does not include the first year which if part of the standard warranty) are eligible for a Hardware upgrade if the Hardware they currently use has been obsoleted.

14. RMA PROCEDURE

A RMA number is required for all returns. The procedure for creating a RMA # and replacing hardware is as followings:

1. Open up a support ticket with AlienVault Technical Support.

2. Upon verification of the issue by AlienVault Technical Support, a RMA# will be issued.

3. AlienVault Support Engineers will need certain critical information and may email you a form to fill out if they do not already have all of the information .

4. AlienVault Technical Support will instigate the RMA procedure and deliver you a RMA number via email.

5. The equipment will be shipped and you will be notified with a tracking number. It is the responsibility of the customer to rack the new Hardware. AlienVault Technical Support will provide guidance for deploying the new system, however if the customer is unfamiliar with this process or does not have the time, it is recommended they contact an AlienVault Certified Partner to perform this service. This is especially true in a situation where there is a large amount of preexisting data to be loaded into the new system.

6. The old equipment will need to be sent back to AlienVault's supplier. A prefilled out UPS Ground shipper will arrive with the new RMA replacement system that is to be used for the return shipment of the defective equipment. All returns are shipped UPS Ground. If the old Hardware is not shipped back within 14 Days, it will be invoiced at the current replacement part list price.

15. OPEN SOURCE

The AlienVault Solution includes many Open Source components. AlienVault considers these components to be essential parts of the AlienVault solution and will fully support these components. However, there may be instances where a bug requiring extensive changes to a code base may not be fixed. In these cases, AlienVault will actively seek a work around. AlienVault does perform extensive QA testing on these Open Source components and AlienVault does work with the code bases and/or the developers to fix issues.

16. ENSURING CUSTOMER SATISFACTION

At AlienVault Software, we welcome your feedback, value your comments and encourage you to contact us with any concerns or suggestions. In addition, as part of our commitment to providing you with the best support possible, AlienVault conducts customer surveys. From time to time after a case has been closed, or on occasion during an on-site visit, you may be requested to provide information regarding your satisfaction with the quality of our products and service you received. Please take the few minutes necessary to answer the questions. Your feedback will help us maintain the highest level of service.

17. MANAGED APPLIANCE SERVICE

SCOPE OF SERVICE

1. Description - The service involves AlienVault Technical Support Engineers (TSE) accessing a customer's AlienVault deployment and running a series of checks and tests to determine the state of the system. TSE's log into the system using a secure remote connection (reverse tunnel) developed by AlienVault and known as "Remote Connection". TSE's will then run a series of checks and tests collectively known as "AlienVault Doctor" to determine if any additional work is necessary to ensure proper functioning of AlienVault.

   This is an additional support service offered by AlienVault Technical Support and requires an additional fee.

2. TSE's will remedy any conditions, which to the best of their knowledge might cause degradations in performance and/or functionality and/or might cause downtime. The service will also perform all product updates.

3. Upgrades - TSE's will upgrade the system when they login during their scheduled session. If an upgrade is available and it is determined the upgrade will improve the system, the TSE will perform the upgrade.   The TSE will also upgrade the latest Threat Intelligence.

4. Schedule of Service - The Customer and AlienVault Technical Support must agree in advance on a recurring time for the service. During this time, the Remote Connection must be enabled so the TSE can gain access to the system. Furthermore, the Tractor Beam must remain on for the entirety of the Work Period. Both the time and the duration of the Work Period must be mutually agreed upon prior to commencing the service.

5. System Modifications – TSE's may make recommendations on Customer's system configuration of the Software to optimize system performance. The Customer may approve or reject those recommendations however if rejected, AlienVault will not be responsible for any adverse effects caused by not performing the recommended service.

6. Standard Support – The Customer must be under a valid Standard Support agreement. Customers not under agreement are not eligible for this service.

7. Guarantee - The Managed Appliance Service - does not guarantee uptime or any other operational specification not outlined in the Standard Technical Support agreement.

8. Security - The service does not involve monitoring the customer's network for vulnerabilities intrusions, security breaches or any other security services.

EXCLUSION FROM SERVICES

1. The Managed Appliance Service does not include any type of security monitoring, vulnerability detection, intrusion detection or any type of security service. AlienVault TSE's cannot provide any type of security assessment or opinion as to the security of the customer's network.

2. The Managed Appliance Service does not include support for unsupported deployments, custom scripts, third party software or other functionality that was added by the customer or third parties.

3. The Managed Appliance Service is not intended to be used on systems that have an Improper installation or systems not operated in accordance with AlienVault's specifications or the Documentation.

18.KEY CONTACT INFORMATION

WEB RESOURCES

Technical Support Landing Page
http://www.alienvault.com/support/

Customer Support Portal
Submit/Manage Tickets, Search Knowledgebase, Access Downloads and Documentation
https://support.alienvault.com

TECHNICAL SUPPORT GROUP

Technical Support Group
support@alienvault.com
(888) 613-6023

VP, Global Technical Support
Gregg Floros
gfloros@alienvault.com
Office: (650) 713-3341 Cell: (408) 529-3900

VP, Customer Experience
Don Field
dfield@alienvault.com
Office: (650) 713-3339 Cell: (408) 605-9809

19.HOLIDAY SCHEDULE

US HOLIDAY SCHEDULE FOR 2016:

Weekday	Date	Holiday Name
Friday	1-Jan	New Year's Day
Monday	15-Feb	President's Day
Monday	30-May	Memorial Day
Monday	4-Jul	Independence Day
Monday	5-Sep	Labor Day
Friday	11-Nov	Veterans' Day
Thursday	24-Nov	Thanksgiving Day
Friday	25-Nov	Day after Thanksgiving
Friday	23-Dec	Holiday Floater
Thursday	26-Dec	Christmas Observed

MADRID, SPAIN HOLIDAY SCHEDULE FOR 2016:

Weekday	Date	Holiday Name
Friday	1-Jan	Ano Nuevo
Wednesday	6-Jan	Epifania del Senor
Thursday	24-Mar	Jueves Santo
Friday	25-Mar	Viernes Santo
Monday	2-May	Dia del Trabajo
Monday	25-Jul	Santiago Apostol
Monday	15-Aug	Ascuncion de la Virgen
Friday	9-Sep	Santa Maria de la Cabeza
Wednesday	12-Oct	Fiesta Nacional de Espana
Tuesday	1-Nov	Dia de Todos los Santos
Wednesday	9-Nov	Nuestra Senora de la Almundena
Tuesday	6-Dec	Dia de la Constitucion Espanola
Thursday	8-Dec	Inmaculada Concepcion
Monday	26-Dec	Navidad

CORK, IRELAND HOLIDAY SCHEDULE FOR 2016:

Weekday	Date	Holiday Name
Friday	1-Jan	New Year's Day
Thursday	17-Mar	St. Patrick's Day
Monday	28-Mar	Easter Monday (observed)
Monday	2-May	May Day
Monday	6-Jun	June Bank Holiday
Monday	1-Aug	August Bank Holiday
Monday	31-Oct	October Bank Holiday
Monday	26-Dec	Christmas (observed)
Tuesday	27-Dec	St. Stephen's Day (observed)