



MAINTENANCE AND SUPPORT EXHIBIT

This Maintenance and Support Exhibit (the "Exhibit") is appended to and made a part of the Order Form and Agreement between AlienVault and Customer (the "Order Form") and is subject to the terms and conditions thereof.

1. DEFINITIONS

"Customer Critical Problem": A problem for which Customer has no known work around resulting in a critical disruption in the operation of the Supported Products.

"Coverage Period":

- See Schedule A.

"Hardware Defect": A Supported Incident in respect of the AV-Appliance hardware product.

"Maintenance Patch/Update": A release of or for a Supported Product that includes the most recent Resolutions.

"Off Shift": All hours outside applicable support hours.

"Resolution": Either a software modification or addition that, when made or added to the Supported Product, corrects a Supported Incident; or a work-around, procedure or routine that, when observed in the regular installation or operation of the Software, eliminates the practical adverse effect of such Supported Incident on Customer; or replacement of the Supported Product. (Resolutions may include patches and bug fixes).

"Supported Incidents": A material defect in materials and workmanship of the Supported Products, or failure of the Supported Product to conform to the specifications set forth in the documentation ("Documentation") relating to that version of the Supported Product, resulting in the

inability to use, or restriction in the use of, the Supported Product.

"Supported Products": AlienVault SIEM Appliance ("AV-Appliance") and AlienVault Unified SIEM ("AVUS") both including the AlienVault Professional SIEM ("AVPS," including AlienVault Professional Server and Open Source OSSIM) versions installed from an AlienVault installer and other software products provided by AlienVault (collectively, "Software"). Support for Software integrated in the AV-Appliance is limited to the current version and the immediately prior version of the AVPS for a period of six months after the prior version has been superseded by the current version.

"Upgrade/Update": A revision or change of version of the Supported Software, made generally available by AlienVault to its end user customers generally, during the term of this Exhibit. A version change may include new and different functionality or an increase in the capacity of the current Software. An Upgrade or Update does not include different products or services or additional third party components or modules, which may be priced separately. Upgrading to a new version may or may not require professional services in relation to Customer's system, which is not included in this Exhibit.

2. SERVICE DESCRIPTION AND SCOPE

A. Scope of Maintenance Services. The scope of Maintenance Services includes the following two services:

1. *Hardware Replacement*: Replacement of an AV-Appliance due to a Hardware Defect by shipment to the Customer.

2. *Supported Product Maintenance*: The provision of Resolutions, Maintenance Patches, and

Upgrades/Updates in relation to the Supported Product during the Support Period, as set forth below.

B. Scope of Support Services. The scope of Support Services includes the following two services:

1. *Technical Support:* Email or telephone support with regard to installation, configuration and administration of the AV-Appliance and AVPS. The telephone support is provided during the applicable Coverage Period.

2. *Help Desk Support:* Help with AVPS usage, architecture, deployment, performance and scalability issues. Customers are provided access to the Help Desk via email to support@alienvault.com. Help Desk support includes answers to general product related questions, specific feature/function questions and trouble isolation support. Help Desk support is available to qualifying customers via phone/email/web conference, 7 days a week, 24 hours a day, excluding AlienVault holidays.

Support Services do not include development, consulting or technical training. Any additional tasks derived from the ticket beyond knowledge transmission, and not specified hereunder, such as development, documentation, specific testing or remote access will be charged on an hourly basis unless otherwise agreed in writing by the parties. The Support Services and Maintenance Services are collectively referred to as the "Services."

C. Service Modification. Modifications to the scope of the Maintenance Services and/or Support Services may be made from time to time by AlienVault and will be notified to Customer in writing.

D. Exclusion from Services. AlienVault is not obligated to provide Maintenance Services and/or Support Services in the following situations:

- Unsupported Incidents;
- Improper installation or operation of the Supported Product not in

accordance with AlienVault's specifications or the Documentation;

- The Supported Product has been damaged or the Supported Incident is caused by Customer's negligence, or other causes beyond the reasonable control of AlienVault;
- The Supported Incident is caused by third party hardware or software not sold or licensed by or through AlienVault;
- Customer has not installed and implemented a Maintenance Patch/Update or Upgrade so that the Software is not a release supported by AlienVault;
- Customer has broken the AlienVault hardware seal, except under instructions of AlienVault support staff or as part of an upgrade process.

Such issues may be addressed separately upon request to AlienVault or an AlienVault authorized partner at the applicable hourly rates for consulting, subject to the Consulting Exhibit.

3. MAINTENANCE SERVICE AND SUPPORT SERVICE PERIOD

The Maintenance Service and/or Support Service period begins on the date of initial delivery of the Supported Product in accordance with the Order Form, or as otherwise indicated in the Order Form, and has a duration of one (1) year. The Services period is not extended if replacement hardware or software is provided under the terms hereof. This Exhibit is automatically renewed for additional one (1) year periods unless either party provides prior written notice of its intention not to renew at least 60 days prior to any scheduled renewal date.

4. HARDWARE REPLACEMENT

If AlienVault confirms a Hardware Defect on a business day before 1:00 PM (local time for the AlienVault shipping center), AlienVault will ship replacement AV-Appliance hardware of like or better quality

on the same business day, subject to carrier schedules and customs. If a defect is confirmed after 1:00 PM or Off-Shift, then AlienVault will ship the replacement Hardware on the following business day. Customer is responsible for returning the defective hardware to AlienVault within 15 days after receiving the replacement hardware. All shipments are at AlienVault's expense, using AlienVault's selected carrier.

5. MEANS OF PROVIDING THE MAINTENANCE AND SUPPORT SERVICES

AlienVault will provide the Services by remote assistance. Except in the case of emergencies, requests for Services must be made to AlienVault by sending an email to support@alienvault.com. In response to requests, support technicians will respond via email or phone. Severity 1 and 2 issues may be reported by phone.

6. RESPONSE CRITERIA

See Schedule A.

7. MAINTENANCE PATCHES AND UPGRADES/UPDATES

In addition to Resolutions, during the term of this Exhibit, AlienVault shall make Maintenance Patches and Upgrades/Updates available if and when made generally available by AlienVault. If a question arises as to whether a product offering is an Upgrade/Update or a new product or separate component, AlienVault's determination will prevail, provided that AlienVault treats the product offering as a new product or feature for its end user customers generally.

8. SUPPORT SERVICE UPGRADE

Customer may upgrade its Support Service option at any time (for example, from Standard to Premium) on written request to AlienVault and payment of the corresponding fees.

9. CUSTOMER RESPONSIBILITIES

Customer agrees to:

- Pay the applicable Services fees and

any communications charges associated with accessing the Services (unless AlienVault specifies otherwise);

- Ensure that any access codes AlienVault provides are used only by Customer's authorized personnel;
- Designate a technically qualified representative (a "Primary Technical Contact") to be the focal point to whom AlienVault may direct general technical information pertaining to Customer's Supported Products. Customer's Primary Technical Contact and each caller must have sufficient technical knowledge of Customer's Supported Product environment to enable effective communication with the AlienVault support center;
- Provide AlienVault with all relevant and available diagnostic information (including product or system information) pertaining to software problems for which Customer requests assistance;
- Provide AlienVault with appropriate remote access to Customer's system if necessary to assist in isolating the software problem cause. Customer will remain responsible for adequately protecting the system and all data contained therein whenever it is remotely accessed by AlienVault with Customer's permission;
- Use the information obtained under these Services only for the support of the information processing requirements within Customer's enterprise;
- Ensure that Services are used only in relation to duly licensed Supported Products;
- Make reasonable efforts to correct any issue and deploy corrections after consulting with AlienVault;

- Promptly install all Maintenance Patches and Resolutions;
- Maintain a backup of all Appliance configuration data (as described in the Documentation); and
- Inform AlienVault promptly of any changes in hardware location.

10. CHARGES AND PAYMENT

A. Charges (“Support Fees”) for either or both Maintenance and/or Support Services during the Coverage Period, are invoiced in advance, or in the case of a renewal term, no later than the date of commencement of the applicable Coverage Period.

B. The Support Fees may vary, depending on, for example, the services engaged, the Coverage Period (Prime Shift or Full Shift) and the term of this Exhibit. Customer’s Support Fee is set forth in the Order Form and any renewal order form.

C. Any additional tasks derived from the Services beyond knowledge transmission, and not specified under Section 2, such as development, documentation, specific testing, etc., will be charged at AlienVault’s professional services rates and performed pursuant to the Consulting Exhibit or as mutually agreed in writing by the parties.

D. Maintenance Services and Support Services expire on termination of the AlienVault Professional SIEM License or otherwise in accordance with the corresponding Order Form.

E. For all replaced hardware, if the defective hardware is not returned to AlienVault within 15 days after receiving the replacement hardware, Customer will be invoiced for the replacement hardware at AlienVault’s then-current replacement price.

11. CONFIDENTIALITY

A. All confidential information exchanged within the course of the Services

will be maintained confidential under the Software Exhibit.

B. Customer authorizes AlienVault and its subsidiaries (and their successors and assigns, contractors and partners) to store and use personal business contact information (limited to name and professional email address) in connection with AlienVault products and services or in furtherance of AlienVault’s business relationship with Customer.

12. NOTICES AND COMMUNICATIONS

Written communications, including notices to a party’s designated representative, are to be sent to the address (physical or by facsimile) set out in the Order Form or such other address as may be notified in writing to each party. The parties consent to the use of facsimile transmissions to send and receive communications in connection with this Exhibit.

13. TERMINATION AND WITHDRAWAL

A. Either AlienVault or Customer may terminate this Exhibit if the other does not comply with any of its terms, provided that written notice and 30 days to comply is given to the breaching party, and that the breach is not remedied within such 30 day period.

B. AlienVault may at its option suspend performance of Services or terminate this Exhibit immediately on notice at any time if Customer is in material breach of this Exhibit or if Customer fails to comply with the Software Exhibit. This Exhibit will also terminate on termination of the applicable Software Exhibit.

C. AlienVault may withdraw Services in their entirety on six months’ written notice to Customer by letter or e-mail. If AlienVault withdraws, or Customer terminates the Services as provided in this Section 13, upon Customer’s written request AlienVault (or an AlienVault Business Partner) will provide a pro-rated refund for the period after the effective date of termination.

Any terms of this Exhibit which by their nature extend beyond the Exhibit termination or withdrawal remain in effect in accordance with their terms.

14. WARRANTY AND WARRANTY DISCLAIMERS

AlienVault warrants that:

A. Replacement Hardware will conform to its original warranty for 30 days.

B. AlienVault will perform the Services using reasonable care and skill in a professional manner. In the event of any breach, Customer's remedy is limited to re-performance of the Services.

C. The foregoing warranties do not apply to: (i) consumable parts, such as batteries, unless damage has occurred due to a defect in materials or workmanship; (ii) cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; (iii) damage caused by accident, abuse, misuse, neglect or failure to properly maintain (including but not limited to water damage and/or condensation or improper temperatures during storage), or improper installation; (iv) damage caused by electrical disturbances or acts of God, including but not limited to civil disturbance, war, flood, fire, rodents or insects; (v) where manufacturer's serial numbers have been removed from the hardware; and (vi) damage caused during shipment (due to Customer's improper packaging) from Customer to AlienVault in the case of hardware returns for repair.

D. The foregoing warranties are voided immediately if repair, modification (including Upgrades/Updates, expansions of usage or addition of non-manufacturer parts or accessories), alteration or other service is attempted other than by AlienVault or under its instruction. In this regard, the integrity of the appliance casing (a/k/a "the box") should not be violated for any reason, unless expressly authorized by AlienVault in writing.

EXCEPT FOR THE LIMITED WARRANTIES SET FORTH IN THIS SECTION, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE

SERVICES ARE PROVIDED ON AN "AS IS" BASIS WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. ALIENVAULT DOES NOT WARRANT THAT THE SERVICES WILL MEET CUSTOMER'S REQUIREMENTS OR THAT THE OPERATION THEREOF WILL BE UNINTERRUPTED OR ERROR FREE OR THAT THE HARDWARE OR ANY NETWORKS OR SYSTEMS PROTECTED BY THE HARDWARE WILL BE FREE FROM VULNERABILITY, INTRUSION, ATTACK, OR OTHER DAMAGE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALIENVAULT DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

15. LIMITATION OF LIABILITY

IN NO EVENT, WHETHER IN TORT, CONTRACT, OR OTHERWISE, SHALL ALIENVAULT OR ITS LICENSORS, PARTNERS, OR SUPPLIERS BE LIABLE TO CUSTOMER OR ANY THIRD PARTIES UNDER THIS EXHIBIT FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, COSTS, LOSSES OR EXPENSE, (INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOSS OR INTERRUPTION OF USE, LOSS OF DATA, OR THE COST OF PROCUREMENT OF SUBSTITUTE GOODS OR TECHNOLOGY), OR ANY AMOUNTS IN EXCESS OF THE SERVICES FEES ACTUALLY PAID TO ALIENVAULT DURING THE PRECEDING 12 MONTHS. THE FOREGOING LIMITATIONS SHALL APPLY TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW AND DO NOT APPLY TO BODILY INJURY TO A PERSON.

Neither AlienVault nor Customer will bring a legal action more than two years after the cause of action arose.

16. GENERAL

A. Assignment. Neither party may assign this Exhibit or any right or obligation

hereunder, without the other party's prior written consent. However, AlienVault may assign this Exhibit in the event of a merger or consolidation or the purchase of all or substantially all of its assets. This Exhibit will be binding upon and inure to the benefit of the permitted successors and assigns of each party.

B. Force Majeure. AlienVault will not be held responsible for any failure, delay or interruption caused by circumstances outside of its control, such as network failure, network connection failure, earthquake, flooding, strikes, embargos or acts of government. If such event giving rise to Force Majeure lasts for more than 30 days, then either party may terminate this Exhibit without such termination giving rise to any liability or right to any refund.

C. Amendments. Except as expressly stated herein, the terms of this Exhibit may not be modified except by a written agreement signed by both parties.

D. Severability. If any provision of this Exhibit is held illegal or unenforceable by any court of competent jurisdiction, such provision shall be deemed severed from the remaining provisions of this Exhibit and shall not affect or impair the validity or enforceability of the remaining provisions of this Exhibit.

E. Waiver. No failure of either party to exercise or enforce any of its rights under this Exhibit will act as a waiver of those rights.

SCHEDULE A: SUPPORT SERVICE LEVELS

1. Priority, Impact and Urgency Levels

a. Priority Level Determination:

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

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

b. Priority, Impact and Urgency Definitions:

Priority, Urgency and Impact levels are defined 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 remain “Open”, but may be addressed on an as available basis as long as resolution falls within defined SLAs. Follow-up frequency is to be determined with Customer.

Impact Level – Determined by AlienVault with assistance from Customer to help give resolution priority to problems causing the greatest impact. This defines the business criticality of the issue and the extent of the degradation of service. AlienVault *Urgency* levels are:

Critical – Fatal errors that impact critical functions of the software preventing basic system operations from being performed. 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.

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

Urgency Level – Indicates the acceptable delay to the customer in resolving the reported issue. *Urgency* is typically set by the customer, but if unspecified, the system will set one automatically. AlienVault *Urgency* levels are:

Emergency – For an *Emergency* issue, Customer requires immediate attention from support...highest level of response requested.

Important – An *Important* Urgency level indicates that Customer requires expedited resolution, but can bear minimal delays.

Normal – For a *Normal* urgency level, Customer needs to have the issue addressed quickly, but can get by for now.

Deferrable – Issue may be resolved later, a delay in resolution is considered acceptable.

2. Support Standards and SLAs

a. 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 two (2) hours from the time AlienVault becomes aware of the issue during *Normal Business Hours*.
- For customers with *Premium* support, an initial response will be provided within one (1) hour from the time AlienVault becomes aware of the issue.
- 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 four (4) business hours from the time AlienVault becomes aware of the issue during *Normal Business Hours*.
- For customers with *Premium* support, an initial response will be provided within two (2) hours from the time AlienVault becomes aware of the issue.
- 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 the 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*
- Priority 4 requests will be addressed on a case-by-case basis and AlienVault will advise Customer if such request will be reflected in subsequent software releases

b. 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	Premium
Priority 1	2 business day (48 hours)	1 day (24 hours)
Priority 2	5 business days (120 hours)	3 days (36 hours)
Priority 3	15 business days (360 hours)	15 days (360 hours)
Priority 4	30 business days (720 hours)	30 days (720 hours)

Please note that *Premium* support contracts increment the escalation clock faster due to the hours of coverage.

c. 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)	Director of Support, Sales Rep			
48 Hours (2 days)	VP of Customer Success	Director of Support, Sales Rep		
72 Hours (3 days)	CTO	VP of Customer Success		
96 Hours (5 days)	CEO	CTO		
120 Hours (5 days)		CEO	Director of Support	
360 Hours (15 days)				
720 Hours (30 days)				

3. Maintenance and Fixes

Problems that cannot be resolved directly by Technical Support will be escalated to the Engineering team. All bugs 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 bug without a fix or address the issue in a future patch, periodic maintenance release or annual major release. Customers will be informed regarding the plan of action for reported bugs.

4. End-of-Life Policy

AlienVault shall provide Maintenance and Support for (a) the current version of the Software (“n”) and the previous version of the Software (“n-1”), or (b) all major versions of the Software for at least 18 months from date of purchase, whichever is longer. AlienVault shall provide at least six (6) months written notice prior to withdrawing Maintenance and Support for any Software or version thereof. In this context, “n” is considered a major release. A withdrawal of Maintenance and Support for a prior version of the Software shall not affect rights to use that version of the Software under AlienVault’s standard license agreement. After the withdrawal of Maintenance and Support for any Software or version, AlienVault will no longer be responsible to support such Software or version and Customer will receive a pro-rated refund of applicable Maintenance and Support fees that have been paid in advance by Customer to AlienVault for Maintenance and Support for that Software or version. After the withdrawal of Maintenance and Support for a Software or version, Customer shall continue to have access to “limited support” for such Software or version, as agreed upon by AlienVault. As used herein, “limited support” shall include delivery of solutions to product problems that are previously known and defined within AlienVault product support databases. If requested by Customer and agreed upon by AlienVault, any analysis, testing, debugging, diagnostic work, research efforts or repairs that extend beyond limited support will only be deliverable, subject to availability, pursuant to a separate written agreement between Customer and AlienVault for such services, which shall be billed to Customer on a time and materials basis, based upon the Price List.

5. Hardware Maintenance

AlienVault provides Hardware Support for all appliances shipped by AlienVault. In most cases, the entire appliance is simply replaced or the defective component is replaced.

Advanced Replacement is supported for both Standard and Premium support programs. Normal shipping is UPS Ground, which can take up to 1 week. Shipments can be expedited however and delivered overnight (depending on location) or second day delivery. However, additional charges are applicable for overnight or second day delivery.

An RMA number is required for all returns. The procedure for swapping hardware is as follows:

1. Open up a support ticket with AlienVault Technical Support
2. Upon verification of the issue by AlienVault Technical Support, an 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 an RMA number via email.
5. The equipment will be shipped and you will be notified with a tracking number.
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.

6. 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.

AlienVault does not support installations that include both the Professional and OSSIM versions.

7. 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.

8. 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

support@alienvault.com

(408) 465-9989

Director, Technical Support Operations

Armando Machuca

amachuca@alienvault.com

Office: Cell:

VP of Customer Success

Jack Marshall

jmarshall@alienvault.com

Office: Cell: (408) 218-8662

9. Holiday Schedule

US Holiday schedule for 2012:

Jan. 1 - New Years Day

Feb. 20 - President's Day

May 28 - Memorial Day

July 4th - Independence Day

Sept. 3 - Labor Day

Nov. 22 - Thanksgiving

Nov. 23 - Day after Thanksgiving

Dec. 24th - Christmas Eve

Dec. 25th - Christmas
Jan. 31 - New Years Eve

Spain Holiday schedule for 2012

Jan. 1 - Año Nuevo
Jan. 6 - Reyes
April 6 - Pascua
May 1 - Día del Trabajo
Aug. 15 - Asunción de la Virgen
Oct. 12 - Día de la Hispanidad
Nov. 1 - Día de Todos los Santos
Dec. 6 - Día de la Constitución Española
Dec. 8 - Inmaculada Concepción
Dec. 25 – Navidad

10. Hours of Operation for Standard Technical Support

(i) United States and Canada: 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 9 above).

(ii) Latin America and South America: 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 9 above). Both the US and the Spanish offices support Latin and South America.

(iii) EMEA: 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 9 above).

(iv) APJ: 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 9 above).

(v) India: 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 9 above).

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

Web Portal access and the ability to send emails or leave voicemail is available 24/7. Response to those requests will be dependent on level of Support and Maintenance coverage purchased.

Premium Support is available 24 hours per day, 7 days per week for Priority 1 and Priority 2 issues. Issues with lesser priority are handled during *Normal Business Hours*.

11. Reporting a Problem

a. How to contact support:

Problems may be submitted to Technical Support via web portal, email or telephone:
Web - Submit a ticket through AlienVault Self-Service: <https://support.alienvault.com>
Email - Send an email thoroughly describing the error 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 please ensure your ticket number is included in the subject line of any email sent to the company.

Phone – Telephone (888) 613-6023 or (408) 465-9989. If you attempt to contact Technical Support via telephone and you are directed to voicemail, please leave a message and a Technical Support Engineer will respond as soon as possible.

Note: AlienVault Technical Support prefers users to contact the company by way of the Support Portal (support.alienvault.com) or email (support@alienvault.com). If these electronic methods are used a Technical Support Engineer will respond quickly and within the designated SLA time constraints. It is also possible to leave a message on a phone answering system however, it is not recommended. In reality, it is sometimes difficult to understand the call back information because of recording issues or ambient noise on the phone line. Cases where contact information in the message is unintelligible may affect the start of the SLA response time clock.

b. 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 and email address

Environmental information:

Product/component that is having the problem

Version of the product

Platforms/Operating Systems involved

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*

12. Problem Resolution Procedures

a. 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 quickly 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 Goto Meeting, WebX or equivalent. This is very common and extremely effective in resolving issues quickly and efficiently.
- Request Cmdb Access – If 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 Customer.
- Work with internal resources to identify and fix the problem.
- Keep up-to-date status information and provide updates to Customer.

- Provide problem resolution to Customer in form of additional product information, a patch or a workaround.
- Follow-up with Customer.
- Make available all relevant commercially available updates, fixes, patches, enhancements, major upgrades and new releases.
- Provide training and consulting at current rates as requested by Customer.
- Schedule conference calls with Customer to discuss any possible problems, solutions and additional features.

b. About Onsite Support

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