

# Lastline Support Policy

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## Overview

Lastline provides Hosted and Customer-premise solutions to help protect from the threat of malware. This document outlines the Lastline support resources and Customer Support Policy. For information regarding the Product Lifecycle and Support Product version, refer to the *Lastline Product Lifecycle Policy*.

## Support Resources

The following resources are available to our customers to assist with the installation, configuration and troubleshooting of their Lastline deployment.

Support Resource	Details
<b>The Lastline Customer Support Knowledge Base</b> contains various knowledge base articles to assist customers in installing, configuring and troubleshooting Lastline deployments.	<a href="https://zendesk.Lastline.com">https://zendesk.Lastline.com</a>
<b>Latest Software and Documentation download</b>	<a href="http://user.lastline.com/download">http://user.lastline.com/download</a>
<b>Customer Support via Email is available 24x7.</b> All requests are responded to in the order received and overall severity of the issue. All new issues are acknowledged within 24 hours during Business Days, resolution time is dependent upon the nature of the issue.	<a href="mailto:support@lastline.com">support@lastline.com</a>
<b>Customer Support via Telephone is available 24x7</b> with prior arrangement for high and urgent priority issues.	Available with prior scheduling or with Premium Support Contract

## Technical Support

Lastline maintains a Knowledgebase located on our support site to assist our customers. Support requests are responded to within 24 hours of receipt. Through prior arrangement, Lastline can also be available at a specific time and date to assist with support issues and answer questions via phone. Lastline employs technical professionals around the globe, so we may be able to offer native language support, however it is not guaranteed. 24x7 telephone support is available as part of our premium support offerings and is priced based upon the overall customer needs. If the issue has been caused by a customer action, lack of customer action, or abuse of support, customer will be charged support hours with a minimum of 4 hours per incident.

## Zendesk

Lastline uses Zendesk (<https://lastline.zendesk.com>) as our knowledge base and customer support system. In order to send emails to Lastline customer support, it is necessary to register your email address by visiting our support website (and clicking 'Sign Up' in the upper right corner) or validating your email by responding to the Zendesk email auto-response after you send the first message to the Lastline support team.

## Connectivity with Lastline

There are various communication channels between the Lastline components deployed at a customer site and the Lastline data center. The customer may selectively disable one or more of these channels to meet organizational needs. However, doing so will have various ramifications on Lastline's ability to provide technical support, as well as providing content updates and version upgrades. In these cases, Lastline, in cooperation with customer representatives, and to the best of its ability, will provide support for these deployment scenarios. At times, one or more of these communication mechanisms may need to be temporarily reestablished to retrieve product updates or facilitate more in-depth troubleshooting. Please consult your Lastline representative or Lastline Customer Support regarding the nature of the communication channels and the implications of disabling them.

## Lastline Support Policy

### Severity Definitions

Lastline assigns a severity to all technical support requests submitted by the customer.

- **Urgent:** An existing system is down or is causing a critical impact to the customer's operation, Lastline and customer will commit full-time resources to resolve the situation. Target response time is 4 hour business hours. Urgent is defined as:
  - Total loss or continuous instability of mission critical functionality; or
  - Network or cloud service is down causing users to experience a total loss of service; or
  - Inability to use a feature or functionality that is currently relied upon for mission critical functionality; or
  - Where no acceptable workaround to the problem exists.
- **High:** Standard operation of an existing deployment is severely degraded, or significant aspects of the customer's business operation are being negatively impacted. Lastline and customer will commit full-time resources during Standard Business Hours to resolve the situation. Target response time is 6 hours; business hours. High is defined as:
  - Issues that are impairing, but not a total loss of mission critical functionality; or
  - Intermittent issues that affect mission critical functionality; or
  - Inability to utilize the feature or product; or
  - The problem adversely impacts customer business, but operation can continue in a restricted fashion or be alternatively routed.
  - Where no acceptable workaround to the problem exists.
- **Medium:** An existing deployment is impaired, but most capability is functioning as expected. Lastline and customer are willing to commit reasonable resources during Standard Business Hours to restore service to satisfactory levels. This is inclusive of false positives and false negatives. Target response time is 24 hours; business hours. Medium is defined as:
  - The impact is an inconvenience, which does not impede operation or customer business; or
  - Issues in the network or on the system that are not causing impact to mission critical functionality; or
  - Non-repeated issues that have impacted mission critical functionality but have since recovered; or
  - Issues seen in a test or pre-production environment that would normally cause adverse results
- **Low:** Information or assistance is required on product capabilities, installation, or configuration. There is clearly little or no impact to the customer's business operation. Lastline and customer are willing to provide resources during Standard Business Hours to provide information or assistance as requested. Target response time is 48 hours; business hours.

### Service Levels

SEVERITY	ACKNOWLEDGMENT	WORKAROUND	RESOLUTION
Urgent	4 BUSINESS HOURS	1-3 BUSINESS DAYS	20 BUSINESS DAYS
HIGH	8 BUSINESS HOURS	5 BUSINESS DAYS	40 BUSINESS DAYS
MEDIUM	1 BUSINESS DAY	10 BUSINESS DAYS	80 BUSINESS DAYS
LOW	1 BUSINESS DAY	10 BUSINESS DAYS	80 BUSINESS DAYS

#### For the purposes of this document

- a) *Business Days* means the generally accepted days of operation per week within the relevant region in which the support team operates, excluding local and company holidays.
- b) *Standard Business Hours* means 9:00 AM to 6:00 PM, local time at the Lastline location providing support services to our customers on Business Days.
- c) *After-hours* means support provided on non-Business Days or during non-Business hours.