

## FORCEPOINT TECHNICAL SUPPORT

Forcepoint Technical Support combines people, process and technology in support of our Subscribers' use of Forcepoint Products. Subscribers are enrolled in one of three Forcepoint Technical Support programs: (1) Essential Support; (2) Enhanced Support; and (3) Enterprise Support. All Support offerings are additional charge support options, and are only provided after Subscriber has paid the associated fees for participation in one of these three support options.

1. **Forcepoint Essential Support:** Through the combination of available resources, Subscriber can submit new cases and manage case status, access the available security features and download software, upgrades, updates and patches, as well as review technical documentation. With Essential Support, Subscribers receive access to:

- 24x7x365 online support located at: [Support](#)
- the Knowledgebase and Documentation
- the Customer Forum
- Tech Alerts Subscription
- download software updates and patches
- submit and track support cases
- Severity Two, Severity Three, and Severity Four issues will be worked during Forcepoint's regular business hours only

The Forcepoint support team has received technical training in the Forcepoint Products and related supported applications. Forcepoint will:

- Address Subscriber open cases in a professional and courteous manner
- Assign a trouble case number used to track status and as a reference for Subscriber inquiries
- Communicate the status of open cases
- Log the support activity and provide status updates

These benefits are described in more detail on [Support](#) at: [Global Technical Support Program](#)

Subscribers who have purchased an extended Product version support plan SKU for the Product, receive the above listed support features. Extended Product version support is otherwise limited to Forcepoint's commercially reasonable efforts to support hotfixes related to Severity 1 issues and patches for critical or high severity security vulnerabilities.<sup>1</sup>

2. **Forcepoint Enhanced Support:** Forcepoint Enhanced Support includes all the benefits of Essential Support, and also includes:

- An assigned Customer Advocate who is responsible for ensuring consistent workflow of technical support cases and timely progression of Subscriber's technical issues
- Priority access to technical support engineers
- 24/7 support for Severity One and Severity Two issues
- Annual health check via remote session

3. **Forcepoint Enterprise Support:** Forcepoint Enterprise Support combines all the benefits of Enhanced Support (except as indicated below) with a technical account manager (TAM) who is assigned to the account, and who proactively works with the Subscriber to support performance, reliability and availability of the Forcepoint Products. Upon gaining an understanding of Subscriber's environment, the TAM will work with Subscriber to:

- Provide strategic support planning around Subscriber's use of the Forcepoint Products
- Perform architecture reviews, migration planning assistance, training recommendations and periodic account reviews

With Enterprise Support, Subscriber receives access to:

- Technical Account Manager (in lieu of a Customer Advocate):
  - Expedited case handling and escalation path
  - Account related inquiries and assistance
  - Available for an annual meeting
- Collaborative strategic support planning
- Semi-annual health check review via remote sessions (replaces the annual health check in Enhanced Support)

These benefits are described in more detail at: [Global Technical Support Program](#)

4. **Forcepoint Hardware Support:** Hardware support for Forcepoint appliances is available to Subscribers with a current Subscription for Forcepoint software applications running on the hardware. Support for hardware is available only during the Subscription Term for the enrolled level of technical support, and under a valid hardware support contract.

➤ Hardware (other than Network Security Hardware) support includes:

- Parts replacement of defective hardware materials and workmanship including internal peripherals
- "Retain your hard drive" option in the event of hard drive failure and replacement
- Phone-based troubleshooting

- Severity One level on-site parts replacement provided by a Forcepoint authorized service technician at Subscriber’s business location on record (see Section 12, Subscriber Responsibilities)
- Network Security Hardware support includes:
- Advanced Return Material Authorization (ARMA) Support<sup>2</sup>
    - Hardware replacement with new unit if there is a material defect in workmanship in the hardware reported to Forcepoint within the first 90 days of hardware purchase which Forcepoint deems to be a dead on arrival (DOA) defect
    - Full-box and Customer Replaceable Unit (CRU) replacement of defective hardware materials and workmanship including internal peripherals with refurbished or equivalent unit after the first 90 days of hardware purchase which Forcepoint deems to be a Return Material Authorization (RMA) defect<sup>3</sup>
    - Replacement unit ships next business day following RMA issuance
    - “Retain your hard drive” option in the event of hard drive failure and replacement
    - Telephone-based troubleshooting
- Network Security Hardware upgraded support offerings are additional charge support options, and are only provided after Subscriber has paid the associated fees for participation in one of these support options:
- Next Business Day (NBD) Support<sup>4</sup>
    - Includes ARMA Support
    - Forcepoint will use commercially reasonable efforts for next business day from RMA issuance<sup>5</sup> parts delivery for full-box and CRU
    - NBD Support is available during Forcepoint’s support location business hours<sup>6</sup>
  - Next Business Day with Keep-the-Box add-on
    - Includes Next Business Day (NBD) Support
    - Subscriber retains the defective Hardware when the Hardware is replaced due to failure<sup>7</sup>
  - Same Day (SD) Support<sup>4</sup>
    - Includes ARMA Support
    - Forcepoint will use commercially reasonable efforts for same business day within 4 hours from RMA issuance parts delivery for full-box and CRU
    - Available 24/7

These benefits listed above are described in more detail at: [www.forcepoint.com](http://www.forcepoint.com)

For non-Forcepoint branded hardware, Subscriber must contact the hardware manufacturer directly in order to obtain any available warranty assistance.

5. **Forcepoint Technical Support Targeted Response Times:** Forcepoint follows a multi-level support process. The levels allow for engagement of the proper resources as deemed appropriate for the support request. Response times are dependent on the support level Subscriber is enrolled in and the severity of the issue reported. A support case is generated for the Subscriber by a member of the Forcepoint Technical Support team or by the Subscriber online at [Support](#).

Technical Support requests which are not resolved during the first telephone contact are assigned a Severity Level based on the descriptions in the chart below:

*For all Forcepoint Products other than Forcepoint SaaS Products:*

Severity Level	Initial Response		
	Essential Support	Enhanced Support	Enterprise Support
<b>Severity One (highest severity)</b> Business is severely impacted. - a Forcepoint product is not functioning and no viable workaround is available - Customer environment compromised or at risk for significant data corruption - Mission critical application is down or the majority of users are not able to conduct business	1 Hour	Up to 45 Minutes	Up to 30 Minutes

<b>Severity Two</b> Business is disrupted but functioning. - a Forcepoint product's functionality is severely impacted - Mission critical applications or the majority of users are impacted	Up to 4 Business Hours	Up to 2 Hours	Up to 2 Hours
<b>Severity Three</b> Business is not affected but symptoms exist - a Forcepoint product is functioning in a restricted fashion and a workaround exists - Mission critical applications are functional with some end users affected	Up to 8 Business Hours	Up to 6 Business Hours	Up to 4 Business Hours
<b>Severity Four (lowest severity)</b> A request for information. - Request for product information or questions regarding how to use the product - Minimal impact to customer business - a request for product modification	Up to 2 Business Days	Up to 2 Business Days	Up to 1 Business Day

Hardware On-Site Parts Replacement Response Times:

Hardware Appliance	Initial Response (after phone-based troubleshooting is completed)
<b>V10000</b> <b>V20000</b> <b>M5000</b> <b>M7500</b> <b>M10000</b>	Standard 3-Year, 4-Hour On-Site Parts Replacement <sup>8</sup>  Optional 5-Year, 4-Hour On-Site Parts Replacement <sup>8</sup> (additional purchase required)
<b>V5000</b>	Standard 3-Year, Next Business Day On-Site Parts Replacement <sup>8</sup>  Optional 5-Year, 4-Hour On-Site Parts Replacement <sup>8</sup> (additional purchase required)
<b>X10G</b>	Standard 3-Year, Next Business Day On-Site Parts Replacement <sup>8</sup>  Optional 5-Year, 4-Hour On-Site Parts Replacement <sup>8</sup> (additional purchase required)
<b>Z2500</b> <b>Z5000</b> <b>Z10000</b> <b>Z20000</b> <b>Z50000</b>	Standard 3-Year, Next Business Day On-Site Parts Replacement <sup>8</sup>
<b>Storage Array 30TB</b> <b>Storage Array 60TB</b> <b>Storage Array 110TB</b>	Standard 3-Year, Next Business Day On-Site Parts Replacement <sup>8</sup>

*For Forcepoint SaaS Products only:*

(24/7 Support will be available for Severity One and Severity Two issues.)

Severity Level	Initial Response			Resolution Target
	Essential Support	Enhanced Support	Enterprise Support	
<b>One</b> - Service unavailable or, if applicable, Virus infection occurring	1 Hour	Up to 45 Minutes	Up to 30 Minutes	As soon as possible but no later than within one business day of the call
<b>Two</b> – Partial loss of Service but, as applicable, Web Content and/or email are still being processed	Up to 4 Business Hours	Up to 2 Hours	Up to 2 Hours	As soon as practicable but within two business days or as otherwise agreed between Forcepoint and the customer
<b>Three</b> - Service is available, but technical questions or configuration issues	Up to 8 Business Hours	Up to 6 Business Hours	Up to 4 Business Hours	As soon as practicable or as otherwise agreed between Forcepoint and the customer
<b>Four</b> – Information Issues, reporting questions, password resets	Up to 2 Business Days	Up to 2 Business Days	Up to 1 Business Day	At the time of response or as soon as practicable thereafter or as otherwise agreed between Forcepoint and the customer

6. **Service Level Guidelines: Response Time and Request Resolution<sup>9</sup>:**

*Service Level Compliance:* Forcepoint strives to provide compliance of 80% for Enhanced Support and 90% for Enterprise Support for the service levels set forth in the following response times:

- Service response levels:
  - Business hours are Monday through Friday, during the hours set forth in the region where Subscriber resides as set forth at: [Contact Support](#) (“Business Hours”)
  - Target response time for inbound telephone calls made during Business Hours is based on the Severity Level of the issue (Please see chart).
  - For calls to the 24x7 Support Line that occur after hours, the target response time for inbound telephone calls is within one hour for entitled Subscribers.

*Escalation response levels:* If it is determined that the Forcepoint Technical Support team cannot resolve the support case, the issue will be escalated to the Forcepoint Engineering team. The technical support engineer updates Subscriber on the plan of action and provides timely status updates. Such an action plan may include, but shall not be limited to, a call disposition or issue resolution.

*Support for hardware:* Response times for hardware parts replacement applies after phone-based troubleshooting has concluded and will vary by country. Service availability and response times are available at: [Target Response Times](#)

7. **Subscriber Responsibilities:** In order to efficiently resolve problems, it is important that there be clear and effective communications between Subscriber and Forcepoint. The first step of the process requires an accurate reporting of the problem by Subscriber. Subscriber will need to provide Forcepoint Technical Support with at least the following information to initiate the process outlined in this document:

- Subscriber name
- Subscription Key information
- Support PIN of the day for Subscriber’s Cloud security account
- Technical contact information including: name, telephone number and email address
- Preliminary assessment of the scope and severity of the problem, including the number of affected users/Seats
- Additional details and files as requested by Forcepoint needed to resolve the issue

A case number will be assigned and provided to you. Subscriber should retain and use this case number in order to facilitate future communications regarding the matter.

➤ **Hardware (other than Network Security Hardware) Subscriber responsibilities:**

In order to receive on-site parts replacement for a hardware Severity One problem, Subscriber must keep a current record with Forcepoint of the business location on record for the physical location of the hardware.<sup>10</sup> Failure to keep current the business

location on record will result in service interruption until Forcepoint and its OEM receive and process the information for the updated location.

- Subscriber must notify Forcepoint of hardware transferred to alternate business locations, 10 days prior to the transfer, within or outside the country of purchase to ensure response time coverage and country registration<sup>11</sup>
- Updates to a physical location must be completed prior to dispatching of authorized technicians
- Subscriber or Subscriber's authorized representative must be available when the service technician arrives, or the service technician will not be able to service the hardware<sup>12</sup>
- Missed service calls due to Subscriber's unavailability may result in additional charges for the follow-up service call

➤ Network Security hardware Subscriber responsibilities:

In order to receive hardware warranty support for the Network Security hardware products, Subscriber must keep a current record with Forcepoint of the business location on record for the physical location of the hardware.<sup>13</sup> Failure to keep current the business location on record will result in service interruption until Forcepoint and its OEM receive and process the information for the updated location.

- Subscriber must obtain a RMA number from Forcepoint prior to returning hardware for a warranty claim<sup>14</sup>
- Subscriber must be able to provide the location of the hardware, a detailed description of the problems or errors, a description of the hardware, including serial number or Service Tag number, and the names and versions of any operating systems and software loaded on the hardware, including patches and fixes
- Subscriber will cooperate and take reasonable actions as directed by Forcepoint during the telephone troubleshooting phase
- If Forcepoint in its sole discretion ships a full box replacement or CRU, Subscriber must return the replaced hardware unit within 15 days following receipt of the full box or CRU, unless Subscriber has purchased the Keep-the Box add-on<sup>15</sup>
- Subscriber will ensure that any returned hardware is free of any legal obligations or restrictions preventing Forcepoint from exchanging, repairing, or replacing the hardware
- If support is provided at Subscriber's location, Subscriber will ensure that the hardware is available to Forcepoint for repair or replacement during Business Hours, and that the premises where the hardware is located are safe and free of undue risk or danger to Forcepoint's personnel

Hardware support can only be provided for hardware that has not been damaged as a result of external forces or conditions such as accident, abuse, misuse, unstable environment or power sources, or acts of God. Hardware support will not be provided where:

- Hardware is repurposed or modified from its original configuration
- Hardware has missing or altered serial numbers or Service Tags
- Hardware has been serviced by someone other than a Forcepoint-authorized service provider
- Essential, Enhanced, or Enterprise Support subscription has expired

Additional details are available at: [www.forcepoint.com](http://www.forcepoint.com)

8. **Technical Support Channels:** There are two ways for Subscribers to engage support:

- Open a case online at: [Support](#) - Recommended
- Subscribers can open a case via telephone: [Contact Support](#)<sup>16</sup>

9. **Support Escalation Channels:** If after following the procedures for creation of a technical support case Subscriber desires to escalate a support issue, the following escalation path to a Technical Support Manager in Subscriber's region is available using the numbers listed below:

**Note:** Please ask for a support delivery manager when calling during supported Business Hours for immediate attention to your concerns.

Technical Support Americas		1-858-458-2940
Technical Support EMEA		+44-203 02 444 01
Technical Support APAC	Australia/New Zealand:	+61 2 9414 0033
	India:	+1-858-332-0061
	China, Japan, SE Asia:	+86 (10) 5884-4200

Escalation contacts are available 24 hours a day, 7 days a week to service Enhanced Support and Enterprise Support Subscriber's Severity One business needs. Escalation contacts are available during Business Hours to service Essential Support Subscriber's Severity One business needs.

<sup>1</sup> Forcepoint will make reasonable efforts to address the support case. If after analyzing the request Forcepoint reasonably determines that the issue is best addressed through an existing Product update, it may be necessary for a Subscriber to install a newer version of the Product in order to resolve the issue.

<sup>2</sup> Hardware support is only provided to the Subscriber's location of record on file with Forcepoint.

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- 3 Available up-to 60-month warranty period, separate purchase required.
  - 4 NBD and SD support offerings are only provided to Subscriber's location of record on file with Forcepoint, and are only available within the service locations set forth at: [Support](#). Hardware eligible for NBD and SD support must be deployed within range of an authorized service location to qualify.
  - 5 For NBD delivery, the RMA must be issued no later than the local times set forth at: [Support](#). If the RMA is not issued until after the local cut off time, then Forcepoint will use commercially reasonable efforts to deliver the replacement unit to Subscriber within two business days.
  - 6 A "business day" or "business hours" is Monday – Friday, 8:00 a.m. – 5:00 p.m. (08:00 – 17:00), and excludes recognized holidays within the service location. Some service locations may have hours that differ from these. More detailed service location information is available at: [Support](#).
  - 7 The replaced hardware unit must be decommissioned by Subscriber, the warranty is void, and Forcepoint will no longer provide support for the decommissioned hardware.
  - 8 Subject to service availability within the service location. For additional information on service availability and locations visit: [Support](#)
  - 9 Service levels are applicable for the software configurations described at [Certified Product Matrix](#). Action requests involving non-included configurations may require more time to resolve, Forcepoint will make commercially reasonable efforts to resolve technical support calls in the aforementioned service level time frame.
  - 10 A service technician will only be dispatched after Forcepoint and Subscriber have concluded phone-based troubleshooting and determined that a Severity One problem exists.
  - 11 Registrations may take up to 10 business days to complete.
  - 12 In the event that Subscriber is not available, the technician will leave a card as indication that the technician was there and the visit will be rescheduled.
  - 13 The Network Security hardware may not be transferred outside of the country of registration without Forcepoint's written authorization.
  - 14 Subscriber is responsible for properly packaging, insuring, and shipping at Subscriber's expense and risk of loss any returned hardware to Forcepoint's repair location. Hardware sent without an RMA will be rejected by Forcepoint and returned to Subscriber at Subscriber's expense.
  - 15 All returned hardware is the property of Forcepoint at the time RMA number has been issued, unless Subscriber has purchased the Keep-the Box add-on. Replacement hardware will assume the remainder of any existing warranty of the original hardware.
  - 16 Toll-free numbers are provided for Subscribers of Essential, Enhanced, and Enterprise Support in some geographies.