

## Service Description: Software Support – Gold

(v2.1, 2025-04-16)

This Service Description describes the support and maintenance services offered in connection with the purchase by Customer of FireMon's Gold Software Support (the "Service").

### Direct Sale from FireMon

If a Customer purchased this Service directly from FireMon, this document is incorporated by reference into the Software License Agreement with FireMon for the delivery of Services (located at <https://supportcenter.firemon.com/hc/en-us/articles/36251187924627-EULA>) unless Customer and FireMon have entered into a separate written agreement that applies to Services. Such applicable agreement being referred to as the "Agreement" in this document and Customer as "Licensee" for purposes of the online Software License Agreement. If there is a conflict between this Service Description and the Agreement, this Service Description shall govern.

### Sale via FireMon Authorized Reseller

If Customer has purchased this Service through a FireMon Authorized Reseller, this document is incorporated by reference into Customer's Software License Agreement with FireMon (located at <https://supportcenter.firemon.com/hc/en-us/articles/36251187924627-EULA>) for the license of FireMon security software and delivery of Services (the "Agreement"), unless Customer and Authorized Reseller have entered into a separate written agreement that applies to delivery of these Services by Authorized Reseller, in which case, that separate written agreement governs Customer's purchase and receipt of such Services and this document is for scoping purposes only; it is not a contract between Customer and FireMon.

All capitalized terms not defined herein have the meaning ascribed in the applicable Agreement referenced above.

### Service Summary

#### *Software Support Availability & Features*

This Service is available for Software identified below:

- **Subscription Term License:** Security Manager, Policy Planner, or FireMon Asset Manager Software
- **Perpetual Term License:** Security Manager, Policy Planner, Policy Optimizer, or Risk Analyzer

### Support Entitlement Definitions (for Gold).

Support Entitlement	Included
Support Case Management	Yes
On-Line Customer Support Portal	Yes
Access to Latest Hot Fixes and Feature Upgrades	Yes
Support Business Hours (Local Time) Minor & Major: 7am-7pm; Mon – Fri excluding holidays Critical: 24x7x365	Yes
Support Response Time as set forth below	Yes
Priority Shipping Appliance Replacement*	Yes

\* Not available / applicable for FireMon Asset Manager Software

### Support Priority Rating Definitions.

The following ratings are used to determine the severity rating of an issue.

Rating	Targeted Response	Customer Impact
Minor	4 Business Hours	Software capabilities are operational are not significantly adversely impacted
Major	2 Business Hours	Software capabilities are significantly degraded but still operational
Critical	1 hour (24x7x365)	Software capabilities are severely degraded or non-operational

### Support Ticket Process

Customer can notify FireMon of an issue by sending an email to [support@firemon.com](mailto:support@firemon.com) ([assetmanagersupport@firemon.com](mailto:assetmanagersupport@firemon.com) for FireMon Asset Manager issues), submitting a ticket in the User Center or by calling FireMon Support. All methods result in the creation of a support ticket.

- Americas: +1 (913) 730-1130 Toll free: 855-400-5004  
  
FireMon Asset Manager: 732-357-3511 or 732-357-3512 (after hours)  
EMEA: +443308180227 Toll free: +448000668135
- APAC: +61261450278 Toll Free: +611800953851
- User Center: Accessible at <https://usercenter.firemon.com>. A User Center account was created, and the first-time login procedure was provided with the order confirmation email. Recipients of that email message can create additional users for their account in the User Center. Once logged in, go to **Support>Create a Support Ticket** to submit a ticket.
- Other Support Communication channels
  - Zoom: Screen share, Video and Voice Conference
  - Web live chat via Ticket
  - Social Media Messenger connections (Facebook & Twitter)
  - WhatsApp messenger and voice

### Software Upgrades, Patches and Other Downloads

As part of this Service, from time to time, FireMon may make Upgrades and Patches for the Software available to Customer.

**Upgrade - Maintenance Release:** A Maintenance Release usually provides software bug fixes or product operational corrections due to specific customer environments.

**Upgrade - Feature Release:** A Feature Release is a scheduled release which provides new or updated features and/or functionality, as well as incorporates fixes to previously identified bugs.

**Patch:** A Patch typically provides corrections or fixes for specific issues within the Software. However, the complexity of a correction or fix for a specific issue may require an Upgrade to be issued.

In most cases, the correction or fix released in a Patch will be included in the next Maintenance Release and/or Feature Release of the product.

### Data Collection

To troubleshoot or diagnose Customer's issue, FireMon often requires supplemental information or files, including screenshots, error messages, and log files from Customer's Software. For some Software such as Security Manager, these requests may require administrator or higher permissions on Customer's Software or network device, and root permissions on Customer's Security Manager server.

### Configurations

For some issues, FireMon may ask for a device configuration from Security Manager, Risk Analyzer or FireMon Asset Manager to attempt to reproduce the issue in our test lab. Being able to reproduce the issue dramatically decreases time spent in the diagnosis and fix phases. However, due to Customer's IT security policies, Customer may be prohibited from providing a device configuration. Please note that *without* a configuration, FireMon may be unable to determine the root cause of the issue and provide the resulting fix.

### Diagnostic Packages or Physical Access

If FireMon is troubleshooting hardware (where applicable), or OS-level or BIOS-level issues, FireMon may request Customer to run diagnostic commands or to physically alter the OS configuration or hardware (e.g. hard drive

replacement). This will require root access and physical access, respectively, by the parties responsible for maintaining the FireMon hardware.

#### *Screen Sharing*

Often during onscreen calls, the FireMon Support Engineer may ask for “control” of the screen so that he or she may more quickly troubleshoot or resolve an issue. The FireMon Support Engineer can explain step-by-step, what is occurring during the call if Customer is concerned about granting FireMon access to Customer’s systems. However, due to Customer’s IT security policies, Customer may be prohibited from transferring control. Please note that declining to transfer control may limit the efficiency and effectiveness of troubleshooting.

## **Customer Obligations**

### **Customer Contact**

To maintain an effective level of communication during the Service process, the Customer Contact for any issue must be knowledgeable about Customer's environment and has a full understanding of and can procure access to the impacted systems.

### **Availability**

Software provided by FireMon is for on-premise installation. As such, FireMon cannot access or troubleshoot the Software without support of the Customer. The Customer Contact for a support ticket must be available to dedicate the required time and resources to work with FireMon Support Team to resolve the ticket.

### **Software Support Escalation Guidelines**

If Customer does not believe that adequate progress is being made on a ticket or that the quality of this Service is unsatisfactory, Customer should escalate within the ticket or via email, or phone the to the appropriate level of management on the FireMon Support Team by asking for the support manager, Director of Global Support or SVP Global Services.

## **Service Limitations**

The FireMon Support Team will not make changes to any network or security device in Customer's environment. Any changes that must be made to a network or security device, including those required to allow communication to or installation of the Software or changes that are required to resolve network or security device-related issues in the Software will be performed by the Customer Contact or another qualified employee of Customer.

FireMon is not responsible for overall management and operation of the Software on behalf of Customer. Customer shall have a security team in place working with assigned the FireMon Support Team.

FireMon will not be given credentials to any network or security device or its administration system, or credentials to any user authentication system such as Active Directory, beyond the credentials required for the Data Collector to retrieve data from Customer devices and systems.

Response time is defined as the time from when an issue has been reported to FireMon (in accordance with this Service Description) creating a ticket in FireMon's trouble-ticket management system to the time when a FireMon Support Engineer attempts to make initial contact with the customer contact that has initiated the support ticket. FireMon will use commercially reasonable efforts to resolve all errors based on their severity rating.

This Service is only available for the two most recent releases of the FireMon Operating System (FMOS) (the "Supported Releases"). Customers running unsupported releases are encouraged to update to a Supported Release. Please reach out to your CSM, TAM, or FireMon Support regarding the most recent Supported Release.