

SERVICE DESCRIPTION

# Maintenance Services for MSP

This Service Description describes the support and maintenance services offered in connection with the purchase by MSP of the Licensed Programs (the “Service”).

## Service Description Overview

The Service consists of the provision of support and maintenance to MSP for the following FireMon Software (i.e., the “Licensed Programs”) as identified in the applicable order for such Services:

- / Security Manager
- / Policy Optimizer
- / Policy Planner
- / Risk Analyzer
- / Lumeta

## Service Summary

Support Entitlement	Included
Support Ticket Management	Yes
On-Line MSP Portal	Yes
Access to Latest Hot Fixes and Feature Upgrades	Yes
Support Business Hours (US Central Time) <ul style="list-style-type: none"> <li>• Minor &amp; Major: 7am-7pm; Mon - Fri excluding US public holidays</li> <li>• Critical: 24x7x365</li> </ul>	Yes

### Support Priority Rating Definitions

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

Rating	Targeted Response	MSP 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 (7x24x365)	Software capabilities are severely degraded or non-operational

## Support Ticket Process

MSP can notify FireMon of an issue by sending an email to [support@firemon.com](mailto:support@firemon.com) ([lumetasupport@firemon.com](mailto:lumetasupport@firemon.com) for Lumeta 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
- Lumeta: 732-357-3511 or 732-357-3512
- 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 MSP.

- **Upgrade - Maintenance Release:** A Maintenance Release usually provides software bug fixes or product operational corrections due to specific MSP 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.
- **Device Pack:** Typically provides corrections or fixes for specific issues within the Software for vendor specific device issues. 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 MSP's issue, FireMon often requires supplemental information or files, including screenshots, error messages, and log files from MSP's Software. For some Software such as Security Manager, these requests may require administrator or higher permissions on MSP's Software or network device, and root permissions on MSP's Security Manager server.

## Configurations

For some issues, FireMon may ask for a device configuration from Security Manager, Risk Analyzer or Lumeta to attempt to reproduce the issue in our test lab. Being able to reproduce the issue dramatically decreases time spent in the diagnosis and fixing phases. However, due to MSP's IT security policies, MSP 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 MSP 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. Third party vendors maybe used to resolve issues or provide onsite support.

## 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 MSP is concerned about granting FireMon access to MSP's systems. However, due to MSP's IT security policies, MSP may be prohibited from transferring control. Please note that declining to transfer control may limit the efficiency and effectiveness of troubleshooting.

## MSP Obligations

### MSP End Client Support

MSP Support Representatives shall provide Tier 1 and 2 technical support, training, and other professional services to the End Client. MSP shall not permit End Clients to contact FireMon directly.

### MSP Technical Staff

To maintain an effective level of communication during the Service process, the MSP Support Representatives for any issue must be knowledgeable about MSP's environment and have 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 MSP. The MSP 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 MSP does not believe that adequate progress is being made on a ticket or that the quality of this Service is unsatisfactory, MSP 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 MSP'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 MSP Contact or another qualified employee of MSP.

FireMon is not responsible for overall management and operation of the Software on behalf of MSP. MSP shall have a security team in place working with the assigned 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 MSP 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 MSP contact that has initiated the support ticket. FireMon will use commercially reasonable efforts to resolve all errors based on their severity rating.

<https://supportcenter.firemon.com/hc/en-us/articles/360062289833-Notice-of-Decision-FireMon-Software-Supported-FMOS-Releases>

If a Customer purchased this Service directly from FireMon, this document is incorporated by reference into Customer’s Managed Services Provider License Agreement with FireMon for the delivery of Services (located at [www.firemon.com/MSP](http://www.firemon.com/MSP)) 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. If there is a conflict between this Service Description and the Agreement, this Service Description shall govern.