Imperva Support Guide

Introduction

Thank you for being an Imperva customer. Imperva provides you with the coverage you need to get the most from your product deployment. This Support Guide includes your rights and obligations as part of your Support contract, including, but not limited to, how to contact support, opening a case, urgent issues, and escalation.

The Imperva Global Support Team employs a follow-the-sun model to provide 24/7/365 support coverage.

How to Contact Us

The Support Team can be reached for new case creation and existing case updates through the following methods:

1. **Customer Support Portal:**
   This is the primary communication channel for you to contact the Support Team. To create a new case: Open a browser and navigate to https://support.imperva.com. Select “New Support Case”. Fill in the required detail fields and select “Submit”.

   **BEFORE YOU OPEN YOUR FIRST CASE**

   Note: Customers with support agreements with a partner or a Managed Security Service Provider (MSSP) should engage with the support channels with those partnerships. Partners and MSSPs will engage Imperva Support should your case require additional assistance.
2. Phone:
You may contact the Support Team by using the available Toll-Free numbers or direct
numbers. You will be connected with our support agent infrastructure and the team
that corresponds to business hours in our follow-the-sun model:

UK (Toll-free): +44-808-164-9269  Japan: +81-3-4565-5217
Israel: +972-3-978-6970  Australia: +61-2-8294-5141

Note: You can respond to established support cases via email; case updates are sent to
all parties included in a case.

Support Services

Term of Support Services
You will receive Support Services during the term of any valid Support Contract as
defined in your agreement with Imperva. If you terminate or elect not to renew a Support
contract and subsequently request to reinstate Support, you must pay:

1. All cumulative fees that would have been payable had you not terminated the
   Support contract
2. The then-current Support Fee and;
3. A reinstatement fee of twenty percent (20%) of the current annual Support Fee.

Level of Support Services Offered
Our goal is to provide you with Support Services, quickly respond, and if possible, fix any
issues. At minimum, products are currently supported as follows:

- **Product Use**: Assistance with questions regarding the use of the Imperva products
  per the associated Documentation.
- **Error Diagnosis**: Analysis of Imperva error messages, the identification, and
  isolation of the source of a problem, and obtaining information and status for
  existing problems.
- **Resolving Errors**: Troubleshooting and finding solutions to problems, methods
  to avoid problems without compromising system performance, and obtaining a
  Workaround to assist with an Error.
- **Bug Fixes/Patches**: Provision of corrective software to fix Errors.
- **Maintenance**: Delivery of Upgrades and Updates.

Note: Customers that have value-added services such as Technical Account Manager or
Enterprise (Managed) Services are entitled to Premium initial response times for the Cloud
WAF SLA.
Please reach out to your account manager if you have any questions.
Maintenance and Support for Appliances

- Maintenance for Appliances consists of either Standard Hardware Replacement or Advanced Hardware Replacement.
- Support for Appliances includes support on configuration and installation.

Maintenance and Support for Software

- Maintenance for Software consists of the delivery of Upgrades and Updates to the customer upon the general commercial release of such Upgrades and Updates. Imperva shall provide Upgrades and Updates on versions of the applicable Software per the Imperva End-of-Life Policy (https://www.imperva.com/support/eol-policy/). Support fees do not include installation services. Any installation services must be separately purchased.
# Support Process

## SaaS

<table>
<thead>
<tr>
<th></th>
<th>LEVEL 1</th>
<th>LEVEL 2</th>
<th>LEVEL 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Classification</strong></td>
<td>Critical</td>
<td>High</td>
<td>Medium</td>
</tr>
<tr>
<td><strong>Criterium</strong></td>
<td>Severe business impact on, or downtime of client service(s) to their customers due to malfunction of Imperva services.</td>
<td>Degradation of client service(s) to their customers due to a malfunction of Imperva services.</td>
<td>Other issues that do not impact client service(s) to their customers.</td>
</tr>
<tr>
<td><strong>Initial Response Time (Standard)</strong></td>
<td>2 hours</td>
<td>4 hours</td>
<td>1 business day</td>
</tr>
<tr>
<td><strong>Initial Response Time (Premium)</strong></td>
<td>30 minutes</td>
<td>1 hour</td>
<td>8 hours</td>
</tr>
<tr>
<td><strong>Status Update</strong></td>
<td>2 hours</td>
<td>1 business day</td>
<td>4 business days</td>
</tr>
</tbody>
</table>

## jSonar

<table>
<thead>
<tr>
<th></th>
<th>LEVEL 1</th>
<th>LEVEL 2</th>
<th>LEVEL 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Classification</strong></td>
<td>Critical</td>
<td>High</td>
<td>Medium</td>
</tr>
<tr>
<td><strong>Criterium</strong></td>
<td>Severe business impact on, or downtime of client service(s) to their customers due to malfunction of Imperva services.</td>
<td>Degradation of client service(s) to their customers due to a malfunction of Imperva services.</td>
<td>Other issues that do not impact client service(s) to their customers.</td>
</tr>
<tr>
<td><strong>Initial Response Time</strong></td>
<td>2 hours</td>
<td>4 hours</td>
<td>1 business day</td>
</tr>
<tr>
<td><strong>Initial Response Time (Premium)</strong></td>
<td>2 hours</td>
<td>1 business day</td>
<td>4 business days</td>
</tr>
</tbody>
</table>
## Customer-Managed Software (formerly On-Prem)

<table>
<thead>
<tr>
<th>Classification</th>
<th>LEVEL 1</th>
<th>LEVEL 2</th>
<th>LEVEL 3</th>
<th>LEVEL 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Criterium</strong></td>
<td>Critical</td>
<td>High</td>
<td>Medium</td>
<td>Low</td>
</tr>
<tr>
<td>A critical technical issue resulting in a total loss of core functionality in the Appliance and/or the Software or inoperability of the Software in production (e.g. a down system) that critically affects the customer's business operations. No workaround is available.</td>
<td>A major technical issue resulting in severe performance problems in the Appliance and/or Software having a severe impact on the customer's business operations. No workaround is available.</td>
<td>A non-critical component is malfunctioning, causing moderate impact on the customer's business operations. For example, a workaround forces a user and/or system administrator to use a time-consuming procedure to operate the system or removes a non-essential feature.</td>
<td>A minor technical issue where the customer can use the Appliance and/or Software with only slight inconvenience.</td>
<td></td>
</tr>
<tr>
<td><strong>Initial Response Time</strong></td>
<td>&lt; 1 hour</td>
<td>2 hours</td>
<td>4 hours</td>
<td>1 business day</td>
</tr>
<tr>
<td><strong>Status Update (minimum cadence)</strong></td>
<td>Once a day</td>
<td>Every other day</td>
<td>Once per week</td>
<td>As appropriate</td>
</tr>
</tbody>
</table>

## Authorized Customer Contacts

You must provide the names, locations, and telephone numbers of the individuals in your company, or designated third-party resources, who are your Authorized Customer Contacts. The number of Authorized Customer Contacts you may have is determined by the specific Support plan you have purchased.

Only your Authorized Customer Contacts will receive assistance from Imperva. This model is designed for your security, as well as to ensure that information provided by our Support Team to resolve a problem is implemented by authorized and trained individuals authorized by you. If you designate a third-party resource as an Authorized Customer Contact, that request must be in writing on a form provided by Imperva. This is critical as consultants will provide information that, if applied incorrectly, could compromise the integrity of your computing environment or system.

If you wish to change any Authorized Customer Contact information, please create a case via the Customer Support Portal.
<table>
<thead>
<tr>
<th>Customer-Managed Software Support Service Coverage (formerly On-Prem)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Hours</strong></td>
</tr>
<tr>
<td>8am to 6pm local time on work day</td>
</tr>
<tr>
<td><strong>Customer Support Portal Access</strong></td>
</tr>
<tr>
<td><strong>E-mail Support</strong></td>
</tr>
<tr>
<td><strong>Phone Support</strong></td>
</tr>
<tr>
<td><strong>Priority Call Routing</strong></td>
</tr>
<tr>
<td><strong># of Authorized Customer Contacts</strong></td>
</tr>
<tr>
<td><strong>Health Checks</strong></td>
</tr>
<tr>
<td><strong>Onsite Visits</strong></td>
</tr>
<tr>
<td><strong>Designated Single Point of Contact</strong></td>
</tr>
<tr>
<td><strong>Monthly Reporting</strong></td>
</tr>
<tr>
<td><strong>Quarterly Business Review</strong></td>
</tr>
<tr>
<td><strong>Hardware Replacement</strong></td>
</tr>
<tr>
<td><strong>Hardware-only Appliance Refresh Eligibility</strong></td>
</tr>
</tbody>
</table>

* Requires commitment to minimum annual support contract.

* The travel and expenses (T&E) for the trip(s) are not included in the Support fee and will be separately billed to the customer.
Primary Contact

You must select a Primary Support Contact for your company that will have that designation in your account portal. The Primary Contact is responsible for assisting your users and operations staff with troubleshooting support issues relating to Imperva products. The Primary Contact must be knowledgeable about a wide range of product use and will be able to determine whether a particular issue can be solved internally or needs referral to the Imperva Support Team.

Backup Contacts

A Backup Contact should be a co-worker of the Primary Contact at the same location. In the Primary Contact’s absence, a Backup Contact should be able to perform all the necessary duties.

Out-of-Scope

The following is a list of actions that will not be covered by Support:

- Improper installation of Software
- Damage or issues caused by normal wear and tear, misuse, physical abuse, accidents, flood, fire, radiation, or other hazards
- Issues with the use of the Software caused by third-party products, software or hardware, unless such products and software are necessary and appropriate for the normal use of the Software (e.g. operating system software); or
- Modification or alteration to the Software performed by anyone other than Imperva

Communication Channels

In order to maintain a consistent level of service across all support activities, it is extremely important that all related calls and e-mails are submitted through the official Imperva Support channels. This enables the tracking, assignment, and resolution of cases in a timely, controlled manner. The Imperva Support organization has built-in mechanisms to monitor for the “human factor” of everyday life (e.g. illness, unforeseen absences, support representative’s workload, etc.). Issues reported to Imperva Support representatives directly and not through the official Imperva Support channels cannot be monitored by Imperva or other Imperva Support representatives. Imperva understands that it might be convenient to call or email individuals that you have established rapport with directly rather than going through the support e-mail or the hotline number; however the applicable response times can be met only if you submit the support cases through the official Imperva Support channels. Please ensure that each support case is only submitted through the official communication channel, and not with individual support representatives.
Support Case Escalation

During the normal course of a support case, functional escalation can be triggered at anytime with an update to an existing case. For exceptional scenarios, a hierarchical escalation can be triggered via the Global Resolution Management Process.

Global Resolution Management Process

This escalation process can be used if there are observed gaps in the normal support processes, or if the progress of a current support request is not satisfactory. If routing and normal follow up with an existing support request/case is needed, engage the assigned support engineer. Always call our technical support hotline for urgent issues and situations to reach our team.

While requesting an escalation, please ensure you provide the following details:

1. Support case in reference to the current issue.
2. Brief description of the nature of the escalation.
3. Description of the impact the incident has on your business.
4. Emphasis of any critical deadlines for resolution for this issue.
5. Preferred contact method for the escalation manager to engage with.

This process can be started by clicking 'Escalate to Management' in the case view within the Support Portal

The Global Resolution Management team receives the escalation and will follow up with the customer in addressing the escalation from start to finish, and will work with them closely until the closure of that escalation.