

Clearswift Services

Customer Support Handbook

Contents

1 Introduction	5
1.1 Purpose	5
1.2 Scope	5
1.3 Referenced Documents	5
2 Support Services	6
2.1 Tiered Service Support Offerings	6
2.2 Global Presence	6
2.3 Clearswift On-Line Support Portal	6
2.4 Evolutionary Upgrade Releases	6
2.5 Maintenance Releases	7
2.6 End Of Life (Eol) Policy	7
2.6.1 Full Support (Prior To Product Eol)	7
2.6.2 Sustaining Support (Prior To Product Eol)	7
2.6.3 Extended Support (Beyond Product Eol)	7
2.6.4 End Of Support Life (Eosl)	7
3 Service Support Offerings	8
3.1 Service Offerings At A Glance	8
3.2 Standard Service	8
3.3 Advanced Service	9
3.4 Premium Service	9
4 How To Engage Clearswift Support Services	10
4.1 Technical Contacts	10
4.2 Support Communication Channels	10
5 Incident Management	10
5.1 Incident Priority	11
5.2 Service Level Targets	11
5.2.1 Service Milestones	11
5.2.2 Service Targets Per Milestone	11
5.3 Incident Workflow	12
5.3.1 Clearswift Application Support (Level 1)	12
5.3.2 Clearswift Technical Support (Level 2)	13
5.3.3 Clearswift Engineering Response Team (Level 3)	13
5.4 Incident Lifecycle	13
5.5 Problem Management	13
5.5.1 Defect Processing	14
5.5.2 Enhancement Request Processing	14
5.5.3 Knowledge Base (Kb) Articles	14
5.6 Escalation	15
5.6.1 Functional Escalation	15
5.6.2 Hierarchical Escalation	15
5.7 Support For Third-Party Products	15
5.8 Incident Closure	16
6 Service Requirements	17
6.1 Clearswift Obligations	17
6.2 Customer Obligations	17
6.3 Remote Access	18
6.4 Out Of Support Scope	18
7 Document History	19

Glossary (Definition of Terms)

Category	The Incident Category as described in the Service Description
Defect	An error/malfunction that causes the Clearswift Software to function outside of material conformity with the Software Documentation
Enhancement Request	Any request to change the functionality, performance or scope of the software/ solution that is not directly related to a Defect
Gateway	The hardware and any pre-installed Clearswift products
Hardware	The server supplied as part of the Gateway
Incident	Any event which is not part of the standard operation of the Clearswift product or solution which causes, or may cause, an interruption or a reduction in quality
Incident Priority	The categorisation of a reported Incident based on impact and Severity as defined within the terms of the Service Description
Problem Report	Engineering case defining a state, identified from Incidents, that indicates a Defect or Enhancement Request in the product or solution
SCR	Software Change Request defined within a Problem Report to resolve a Defect or deliver against an Enhancement Request
Service Description	The document defining the level of service to be provided by Clearswift Support
Service Desk	The Clearswift Technical Support team responsible for delivery of Support Services as described in the Service Description
Service Hours	Clearswift Support Centre hours of operation, excluding Christmas Day and New Years Day plus four additional public holidays defined per regional Support Centre
Service Level Targets	Stated commitments for the delivery of Support Services as detailed in the Service Description
Support Portal	The channel provided to enable customers to raise Incidents with Technical Support via a web based tool
Support Services	The support and maintenance services performed by Clearswift pursuant to the Service Description
Technical Contact	A customer registered in the Support Incident Management System authorised to raise Incidents via the Support Portal and receive Support Services

1. Introduction

Clearswift is dedicated to optimising the success of our customers and to attaining the highest levels of customer satisfaction through the delivery of professional, efficient and high quality support services across the Clearswift product portfolio.

Clearswift delivers support services to its customers under the terms of a Support Agreement, offering tiered service levels designed to provide flexibility in meeting a variety of customer business needs.

1.1 Purpose

The purpose of this document is to describe the support offerings available from Clearswift and how the services defined within those offerings are delivered to our customers. This document is designed to be viewed both as a stand-alone reference and as an addendum to the Clearswift Support Agreement.

1.2 Scope

This document applies to Clearswift proprietary software product(s) and solutions licensed to the customer under the Clearswift License Agreement and covered under the terms of the Clearswift Support Agreement. All references to Clearswift product in this document refer to such licensed product. Please refer to the Clearswift Support Agreement for details on maintenance terms and conditions.

Note: This document will be revised periodically to reflect changes in the products and solutions being supported and the processes, procedures and technologies being used to deliver support services. The latest version of this document is posted on the Clearswift Support Portal (support.clearswift.com/portal).

1.3 Referenced documents

- Clearswift License Agreement
- Clearswift Support Agreement
- Clearswift Service Description

Version 1.0

© 2011 Clearswift Limited. All Rights Reserved. Proprietary and confidential information.

2 Support Services

Clearswift recognises that good support services are fundamental to extracting the full benefit from Clearswift products and solutions and aim to maximise and protect our customers' investment through the delivery of comprehensive service offerings. Our services are developed to cater for the different needs of our customers and to ensure ongoing and consistent operational capabilities throughout the lifetime of the products and solutions.

2.1 Tiered Service Support Offerings

Clearswift provide three tiers of service offering;

- **Standard** service; a highly reactive and responsive 24*7 service, enabling Clearswift to take immediate ownership of reported issues, providing full visibility of progress and status through the end-to-end management of Incidents. Customers automatically receive Standard Support as part of their solution.
- **Advanced** service; recognising the business critical nature of Clearswift solutions, delivers enhanced support capabilities including automated service monitoring, reporting and regular service reviews, to further secure consistent operational availability through a more proactive level of support.
- **Premium** service; a highly intimate service delivering additional value add services through a Support Account Manager, inclusive of best practice consultation, an annual service health check, on-site support days and regular on premise service reviews, in true partnership with our customers.

2.2 Global Presence

Clearswift delivers support services through service desks located in Europe, the US and the APAC region. We provide 24*7 access to support via a follow-the-sun service model and a web based support system and knowledge base that facilitates continuous support and self-help.

2.3 Clearswift On-line Support Portal

Access to support services is provided via a dedicated Support Portal at support.clearswift.com/portal. The Support Portal provides a personalised interface to Clearswift support and many other useful resources. Technical Contacts can use the Support Portal to report new Incidents, submit requested information and to monitor service progress, with automatic emails providing notification of updates.

2.4 Evolutionary Upgrade Releases

Our customers' investment in our products and solutions will drive their information security strategy today and into the future. Our support offerings are designed to ensure the future success of that investment through ongoing entitlement to new, innovative and visionary releases of the licensed products, as they evolve:

- Version Releases (X.y.z) - delivering significant core change in the software scope (such as adding new functionality or a change in the software architecture).
- Major Releases (x.Y.Z) - delivering modifications to existing functionality or additional functionality in existing software modules.

Version and Major Releases future-proof strategic investment by providing certification against higher releases of embedded third party components and porting to the latest platform vendor technologies. Version and Major Releases may also leverage new technology architectures, provide cross-product integration capabilities and introduce new functionality and efficiencies to reduce the total cost of ownership (TCO) of Clearswift products and solutions.

2.5 Maintenance Releases

Clearswift's commitment to consistent product quality and performance is backed by measures to proactively adjust and update core product in line with market developments and technology advances, while reactively releasing periodic service packs to continuously improve the underlying operation of products and to resolve and prevent Problems.

Through the product maintenance cycle, Clearswift provides:

- Patch Releases (x.y.Z) - delivering multiple software change requests (SCRs) to correct and resolve Defect and Enhancement Request Problem Reports.
- Hot Fixes - emergency, temporary patches correcting a single, component-level SCR to resolve a critical Defect Problem Report.

All customers with active support agreements are entitled to receive Upgrade and Maintenance Releases for their Clearswift products under license.

2.6 End of Life (EOL) Policy

The nature of the support services that Clearswift provide for any given licensed product will depend upon where a product release is within the product life cycle. While Clearswift provide for reasonable longevity in the support of all releases, we also deliver sufficient change in our products aligned to ongoing market trends and technology requirements and End of Life (EOL) older releases as required.

Clearswift encourages customers to keep up to date with releases to ensure that they are achieving the maximum benefit from their deployed solutions and are eligible for support services. Under the terms of our product EOL policy, Clearswift treat both Version and Major releases as a new upgrade release and commit to providing support and maintenance services for the latest (n) and previous (n-1) upgrade release. The product life cycle stages are defined as follows;

2.6.1 Full Support (prior to product EOL)

This defines the standard term of support for the current release (n), with customers eligible to receive technical support, services and maintenance updates for products under license.

2.6.2 Sustaining Support (prior to product EOL)

This defines the standard term of support for the product version previous to the current release (n-1) and is available until the stated EOL date for that release. During this period, customers will not receive ongoing Patch Releases, but Hot Fixes may be made available to resolve critical Defect Problem Reports.

2.6.3 Extended Support (beyond product EOL)

This defines the standard term of support for releases that reach EOL (n-2). This is a support-only term provided for one year beyond stated EOL. During this period, customers are not eligible to receive further maintenance releases as the code branches for EOL releases are closed. Extensions to this period of support are negotiable, with a potential uplift in the price of the Support Agreement to cover any additional cost incurred by Clearswift in delivering ongoing services.

2.6.4 End of Support Life (EOSL)

Any release that is not subject to the terms of an Extended Support agreement will move into End of Support Life (EOSL). At this point, Clearswift will stop providing any level of support for the product, other than self service support provided by our on line knowledge base and associated documentation pertaining to the release. Where customers do request support for EOSL product, Clearswift will use reasonable efforts to provide support on a one-time basis, providing the necessary information to assist customers in upgrading to the latest supported version.

3 Service Support Offerings

Clearswift provides tiered service support offerings in order to meet a customer's specific needs. All offerings are built from an essential foundation support tier which can be further enhanced with additional services.

3.1 Service Offerings at a Glance

Service Plan:	Standard	Advanced	Premium
Support access via web portal, phone and e-mail	✓	✓	✓
Standard service hours: 24*7 excluding 6 stated public holidays	✓	✓	✓
Unlimited 24*7 access to the Support Portal knowledge base	✓	✓	✓
2 registered Technical Contacts per deployment	✓	✓	✓
Access to new version upgrade releases	✓	✓	✓
Automated maintenance release updates	✓	✓	✓
Defined Service Level Targets for Incident Response and Resolution	✓	✓	✓
Proactive system monitoring	✓	✓	✓
Proactive communications (Forums and RSS Service Feeds)	✓	✓	✓
1 additional Technical Contact per deployment	x	✓	✓
Single Point of Contact for fast-track escalation and service reporting	x	✓	✓
Quarterly service reviews (telephone)	x	✓	✓
Proactive system monitoring and exception reporting	x	✓	✓
Assigned Support Account Manager (SAM)	x	x	✓
Annually scheduled system health check	x	x	✓
2 on-site support call off days	x	x	✓
Quarterly service reviews (on site)	x	x	✓
Best Practice consulting on policy and compliance	x	x	✓
Dedicated 'Policy' support infrastructure	x	x	✓

3.2 Standard Service

The Clearswift Standard service offering provides a comprehensive package of benefits, giving peace of mind to users of Clearswift products and solutions that they are effectively supported and that all service requests are formally tracked and resolved in a timely manner.

Standard Support includes web, email and phone-based customer support for two nominated technical contacts that have 24*7 access to the global technical support team and the resources available on the customer Support Portal. Technical contacts are able to track support Incidents and benefit from a specialist knowledge base and networking opportunities. Customers can also contribute to the product roadmap by raising product enhancement requests.

The Standard offering includes:

- 24*7 Service Desk support, with weekend calls routed to on call engineers via a call logging service
- 24*7 access to the Customer Support Portal for access to knowledge base and additional informational and self-help resources
- First line (L1) application/product support for initial review and response to customer service requests and escalation of unresolved issues to technical support specialists
- Second line (L2) technical support through product specialists and subject matter experts for the provision of comprehensive diagnostic and root cause analysis and Incident resolution
- Third line (L3) escalation support through product development engineers for the provision of Problem resolution and corrective maintenance releases
- Entitlement to future, evolutionary upgrade releases for licensed product

- Subscriptions to live service feeds providing protection from the latest threats, including anti-virus and spyware updates and the latest filter information from Clearswift's world-leading URL database

3.3 Advanced Service

The Advanced offering builds on the foundation of the Standard package, with the following additional services;

- Assigned Single point of contact for Escalation and Service Reporting
- Quarterly service reviews to ensure full feedback on the quality of service delivery
- Remote system monitoring and proactive health checks facilitated through the Clearswift Call Home statistics

3.4 Premium Service

The Premium service offering provides all services available under the Standard and Advanced offerings. It is designed to offer a greater level of partnership and proactive service to ensure that customers continue to maximize the business value of Clearswift solutions post deployment, through the delivery of the following additional services:

- Support Account Manager (SAM), a named resource assigned to a customer to manage the delivery of post-sales support and services. While issue reporting and resolution continue to leverage the existing channels, the service delivery process is enhanced by the services of a SAM, a Support Engineer who provides continuity by acting as the customer advocate and escalation facilitator for all support services. The core deliverables for the role are;
 - A primary point of escalation serving as an advocate for customer needs
 - Resolution of post-sales customer inquiries relating to products and/or services
 - Providing information relating to new/enhanced product and service offerings
 - Regularly scheduled reviews of Incidents, defining action plans and ensuring correct priority
 - Proactive communication of updates, including the status of software change requests (SCRs)
 - Coordination of appropriate interdepartmental resources within Clearswift to expedite resolution
 - Service Level reporting
- Annual system health check to ensure that Clearswift solutions are operating at optimum levels
- Quarterly service reviews, at the customer site, to ensure full feedback on the quality of service delivery
- Proactive service advice to ensure that our customers are fully aware of the future product roadmap and engaged in influencing roadmap content
- Best practice consulting on Policy and Compliance to ensure that customers are using the Clearswift solutions to their full potential
- Dedicated support infrastructure for Policy replication to expedite Incident resolution
- Two call-off days for on-site support

4 How to Engage Clearswift Support Services

Clearswift Support Services are designed to offer a seamless Incident handling experience so that customers always know the status of their open Incidents. The support process is based on a well-defined, transparent case flow methodology. From initiation through to resolution, this methodology ensures that Clearswift takes ownership of Incidents and efficiently advances them across the different levels of the support organisation.

4.1 Technical Contacts

Only registered Technical Contacts are permitted to open or update Incidents. Technical Contacts should be suitably trained on Clearswift software products prior to opening any Incidents.

4.2 Support Communication Channels

Clearswift offer various communication channels for support. The Clearswift Support Portal is the most efficient and preferred channel for raising Incidents and providing updates, but service requests can also be initiated by telephone and email. The following channels are available:

Channel	Service	Description
Support Portal	support.clearswift.com/portal	The most efficient method for creating Incidents and finding updates.
Telephone	APAC: +61 2 9424 1210 EUROPE: +44(0)118 903 8200 GERMANY: 0800 1800 556 JAPAN: +66 33 812 501 US: +1 856 359 2170	The recommended communication method for critical/high severity issues that require rapid response and action.
E-mail	support@clearswift.com	For users who experience difficulties using the Support Portal, email is a suitable alternative.

This information may be updated periodically and can be verified at the following web page; http://www.clearswift.com/support/support-contact_us

5 Incident Management

To maintain effective communications with our customers, the handling of incidents flows through an agreed chain of actions.

When issues are identified the Technical Contact will carry out an impact analysis and raise the incident with the Clearswift Service Desk providing the following information:

- Product and Version
- Incident Description/Symptoms
- Supporting information (log files, configuration files etc.)
- Contact details where required

Clearswift Support will allocate an Incident Priority which will be acknowledged via email. Each Incident has a unique ID number.

Note: Before a customer can create an Incident, they must be registered in Clearswift as a Technical Contact. To register, please contact Clearswift Support or log on to support.clearswift.com/portal

5.1 Incident Priority

The first step in the support process is to determine the impact and priority of the support requirement. Clearswift Support performance is driven by the 'Priority' of an Incident. Incidents are assigned a Priority by Technical Support but may be changed after consultation with the Technical Contact, if it is reasonable to do so, in accordance with the definitions below:

Priority	Definition
1 Critical	System functionality is completely unavailable or inaccessible. The situation requires immediate attention. Example scenarios; <ul style="list-style-type: none"> All services unavailable on a single platform - total loss of service Services unavailable to a multitude of platforms Suspected security breach
2 High	System functionality is severely limited, resulting in the prevention of key operations. With no available workaround, the situation requires urgent attention. Example scenarios; <ul style="list-style-type: none"> Single service unavailable Loss of platform / network resilience Backup failure Significant degradation of service / performance
3 Major	The system is impaired, a single function is impacted but key business processes are not interrupted. Example scenarios; <ul style="list-style-type: none"> Minor degradation of system performance Single user fault
4 Minor	The problem causes minimal operational or business impact, a general technical question or enhancement request. Example scenarios; <ul style="list-style-type: none"> Minor issue with no impact to service Documentation error Technical/Product query Enhancement request

5.2 Service Level Targets

This section describes the service milestones and the targeted service times to deliver against those milestones as set out in the Clearswift Support Agreement.

5.2.1 Service Milestones

Milestone	Description
Response	Initialisation of the Support process, through engagement with the customer to progress information gathering, analysis or issue replication.
Software Workaround	Provision of a solution to an Incident or Problem, either by employing a temporary fix, an answer or a technique that provides a solution to the reported issue.

5.2.2 Service Targets per Milestone

Priority	Response	Software Workaround
1 Critical	1 Service Hour	8 Service Hour
2 High	6 Service Hours	12 Service Hours
3 Major	16 Service Hours	n/a
4 Minor	24 Service Hours	n/a

Timescales:

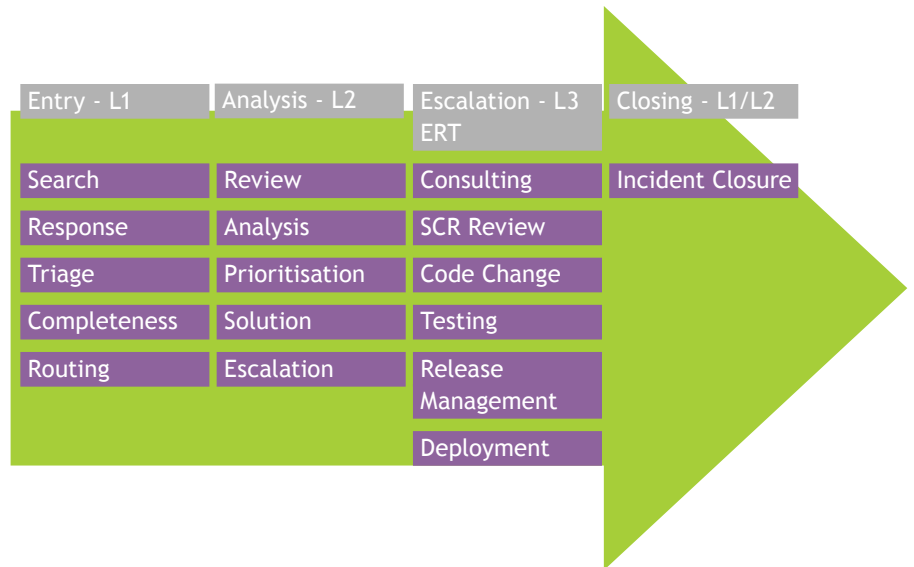
All time-scales are measured from original time and date of the Incident report, unless otherwise specified. Clearswift shall monitor performance against response and resolution time-scales and shall report on the percentage of Incidents where these time-scales are achieved within the respective target. Clearswift aim to achieve 90% compliance against these stated targets.

Note: Should Clearswift reasonably request additional information, the time periods where Clearswift are awaiting a response from the Technical Contact will be deducted from the measurement of Service Level Targets (SLTs).

5.3 Incident Workflow

Support Services are delivered through a tiered support model.

The following diagram details the process flow followed during the lifecycle of an Incident and the key responsibilities defined within each support tier:



5.3.1 Clearswift Application Support (Level 1)

Clearswift provides first line (L1) support for issues that can't be handled by the customer or for which customers require additional information/clarification to ensure continued system availability.

Key responsibilities include:

- Response to Incidents raised by Technical Contacts
- Knowledge base searching to verify if reported problems are already known issues with a defined resolution plan
- Impact analysis with accurate classification of reported issues to ensure appropriate prioritisation
- Qualification/replication of the reported issue in an appropriate customer environment
- Initial triage to isolate unsupported 3rd party issues from potential root cause
- Information gathering to ensure complete availability of details required for root cause analysis
- Provision of technical resolution or problem workaround
- Problem routing/escalation to second/third level support or third parties where required

5.3.2 Clearswift Technical Support (Level 2)

Clearswift provides second line (L2) support, with expert Senior Technical Support professionals providing analysis and resolution of reported issues.

Key responsibilities include:

- Problem replication and diagnostic troubleshooting
- Expert assistance on product configuration and application use
- Integrated 3rd Party product support
- Escalation of 3rd Party product issues requiring back-to-back vendor support
- Provision of technical resolution or problem workaround
- Defect verification with full documentation of replication environment and workflow
- Workaround analysis for identified product defects
- Defect software change request (SCR) Escalation
- Delivery of workarounds/fixes provided by Clearswift L3 Support

5.3.3 Clearswift Engineering Response Team (Level 3)

The Clearswift Engineering Response Team (ERT) provides third level support services for back-to-back consultation with Clearswift Technical Support, including the delivery of maintenance releases satisfying software change requests (SCRs).

Key responsibilities include:

- Escalation support for unresolved second line technical support issues
- Workaround analysis for escalated product defects
- Defect SCR resolution through the deployment of Hot Fixes and Maintenance Releases
- Defect SCR roll-up/back-port between code branches
- Product Quality Assurance and acceptance testing
- Service availability and capacity management for hosted services
- Restoration of service outage for hosted services

5.4 Incident Lifecycle

Once a reported Incident has been received by Support, it is considered open until a solution has been implemented to the mutual satisfaction of both Clearswift and the Customer.

Clearswift Support use incident 'Status' to provide visibility to Technical Contacts of progress:

Status	Definition
Open (IE)	The Incident is currently queued awaiting service validation.
Open (IM)	The Incident is new in the system, acknowledged and awaiting assignment/response/resolution.
On Hold	The Incident has been responded to and is placed on hold with action on the customer to provide additional information.
Resolved	A solution has been provided for the Incident, awaiting confirmation prior to closure.
Closed	The Incident is closed.

5.5 Problem Management

Any problem reproduced as a generic product issue (Defect) or change request to overcome an identified functional limitation (Enhancement Request) will be reported to Clearswift Product Management via a Problem Report, documented in a knowledge base article and made visible to Clearswift customers via the customer support knowledge base on the Support Portal. The analysis of a Problem Report will result in the identification of a software change request (SCR) required to deliver a resolution to a Defect or Enhancement Request.

5.5.1 Defect Processing

Once a reported Defect has been qualified and reproduced, Technical Contacts are entitled to escalate Priority 1 and 2 Defect SCRs for resolution through the maintenance release cycle. Upon escalation, the Technical Support Engineer working the Incident will liaise with the Engineering Response Team to assist in the determination of SCR priority/severity and which SCRs are to be included in a given release. The support escalation process will ensure that the Technical Contact and the relevant account personnel within Clearswift are consulted to provide input regarding the business justification for the SCR escalation. The information provided is documented against the Incident and associated Problem Report.

5.5.2 Enhancement Request Processing

Clearswift listens to its customers. One of the best sources of information we have concerning the development of our products and features are the Enhancement Requests that Technical Contacts submit.

An Enhancement is any requested additional feature or function of a software program (even if originally reported as a Problem). Enhancement Requests raised by customers via Support are reported to Clearswift Product Management and considered for inclusion in new, future releases depending on their suitability, alignment to Clearswift product roadmap and general market trends, as well as the overall importance to the existing customer install base

The Technical Support Engineer owning the Incident will work with the Technical Contact to fully document the details of the Enhancement Request as well as the business need driving the request. The Technical Support Engineer will then create a Problem Report and dispatch it for Product Management review. Enhancement Request Problem Reports will be reviewed during the planning stages of each release and the status of knowledge base articles will be updated as necessary.

An Incident detailing an Enhancement Request shall remain open until reported to Product Management via a Problem Report and documented for customer visibility via a knowledge base article, with the reference relayed to the Technical Contact.

5.5.3 Knowledge Base (KB) Articles

Clearswift provides a wealth of vital information via the Support Portal including product and industry documentation, FAQs and an incident driven knowledge base. For general technical queries, troubleshooting specific issues or seeking to prevent known Problems from occurring, the knowledge base is an effective resource.

The Clearswift Product Support knowledge base consists of articles created to enable sharing of information about known Problems and their resolution, software update releases, 'How to' information, implementation tips/tricks, etc. Customers can search and view the KB articles at support.clearswift.com/portal. A KB article will be generic to the Clearswift product, defining the Problem raised, with reproducible steps and associated actions to resolve, with no reference to the customer or customer specific data.

Knowledge base articles will contain the following information;

- Problem Definition
- Related Product
- Product Version (to patch level)
- Workaround

5.6 Escalation

Escalation is the process by which Incident details are made known to other personnel for the purpose of notification or to obtain additional resources to assist in problem resolution. Escalation usually occurs when difficulties or delays are being experienced, or are considered likely, in resolving an issue.

5.6.1 Functional Escalation

The objective of Functional Escalation is to obtain the additional resources and expertise required to resolve a particularly difficult or complex Incident. This assistance may come from L3 Engineering, 3rd Party back-to-back suppliers or from other departments within Clearswift, such as Core Development. For a detailed description of the functional support tiers, see section 4.5, 'Incident Process Flow and Activities'.

5.6.2 Hierarchical Escalation

The objective of Hierarchical Escalation is to ensure that potential problems are made known to the relevant managers and resource owners within Clearswift. This ensures the right level of focus across the organisation and the engagement of appropriate resources and expertise to expedite the resolution of customer issues. Customers can request this type of escalation if they experience or foresee delays or other problems with the resolution of issues, as set out below:

Level	Contact	Escalation Procedure
1	Technical Support Incident Owner	Technical Support will escalate the Incident on request and change the Priority of the Incident providing visibility to the Technical Support Manager or the local Country Manager. The Incident owner will contact the Customer within 1 Business Day and agree a plan of action for progression with an agreed target timescale for communication of updates and resolution.
2	Technical Support Manager (or nominated local representative)	The Technical Support Manager or local Country Manager will be assigned as key contacts within the Escalation Team for the Incident and will contact the Customer within 1 Business Day to communicate a rescue plan for the Incident. If the Problem is not resolved within target timeframe for the rescue plan, the Incident shall automatically be notified to the next level of Escalation.
3	Technical Support Director (or local Country Manager)	The Technical Support Director or local Country Manager will work with the Technical Support Manager and assigned Escalation Team members to determine a rescue plan for the Incident, with agreed communication updates to the Customer and a target resolution date. If the Incident is still not resolved, the Customer may request an escalation to the Chief Executive Officer. The Chief Executive Officer will contact the Customer at the earliest possible opportunity and agree a plan for resolution. The Chief Executive Officer is the final point of escalation.

5.7 Support for Third-party Products

The Clearswift product portfolio includes and integrates with some products that are based on third-party technologies. While Clearswift provides basic first line (L1) support for these products, there may be limitations regarding the level and scope of technical support that is available.

Clearswift provides support for questions or problems related to the configuration or initial operation of the third-party products used as intended in the Clearswift product environment. Clearswift do not provide support for questions or problems arising from the use of the third-party product for non-intended uses, in non-Clearswift product environments, or in any way that violates their individual license.

Clearswift Technical Support has the capability to escalate problems back to the vendor where necessary; this means that the turnaround time for resolution may be longer than for Incidents handled exclusively by Clearswift.

5.8 Incident Closure

When a problem has been corrected, Clearswift Support will close the Incident with the agreement of the Customer Contact. Clearswift Support may close an incident due to any of one of the following conditions:

- The Incident reported is determined to be out of scope of the Support Agreement
- A solution has been provided to resolve the Incident
- Installation of a Hot Fix or Software Maintenance Release has resolved the Incident
- The Customer Contact has requested Incident closure
- The product or release for which support has been requested is no longer subject to the maintenance agreement

6 Service Requirements

6.1 Clearswift Obligations

1. Clearswift will provide a Service Desk function via support.clearswift.com/ portal, giving specified Technical Contacts access to Clearswift Support Services during the hours specified for the service offering purchased. Customers shall report Incidents primarily via the Clearswift Support Portal but may also do so via telephone or email. This access should be used for, but not limited to:
 - *Query, Problem and Defect reporting*
 - *Requests for general technical support*
 - *Requests for expert technical support to achieve issue resolution*
 - *Submission of Enhancement/Feature Requests*
2. The Clearswift Support Portal shall be available 24x7 apart from the occasional times where the on-line system is down for essential maintenance.
3. Clearswift Support will work on the customer's Incident during stated service hours, excluding the days declared as global public holiday close days.
4. Clearswift shall provide customers with access to the Customer Support knowledge base by access to an online service. The knowledge base shall include information on product issues raised and their resolution.
5. Clearswift shall provide each Customer Contact with individual accounts to access the Clearswift Customer Support Portal, with sufficient privileges to enable access to all issues raised by the Customer.
6. Clearswift shall be responsible for ensuring that it has back-to-back support agreements in place with its key suppliers to ensure that it can meet the requirements specified by this agreement.
7. Clearswift shall supply to customers, on request, details of any back-to-back support agreements with third party suppliers.
8. Clearswift shall retain ownership of any problem, relating to services provided by Clearswift and assigned to them, until that problem is effectively resolved by mutual agreement.
9. Clearswift shall track and escalate problems based on the agreed 'Service Level Targets' defined in this document.

6.2 Customer Obligations

1. Customers shall formally report any Incident to Clearswift Technical Support and obtain an Incident reference number. An Incident is only tracked by Clearswift once an Incident number is issued.
2. Customers shall provide Clearswift with up-to-date contact details of their named representatives appointed as Technical Contacts for reported Incidents.
3. Customers must ensure that users of Clearswift Products and Solutions are suitably qualified and trained on the use of the applications.
4. Customers are responsible for the implementation of appropriate backup and recovery strategies for on premise Clearswift product, license files and data.
5. Where appropriate, customers are responsible for providing Clearswift Technical Support with remote access to the Clearswift implementation for the purposes of problem investigation and the deployment of fixes.
6. If an Incident reported to Clearswift Technical Support is determined to be due to the use of third party products outside of the scope of the Clearswift Support and Maintenance agreement, it is the responsibility of the customer to work with their third party supplier to resolve the issue.
7. The customer is responsible for ensuring that Support Fees are paid within agreed payment terms and that a valid and active Support and Maintenance agreement is in place to indicate service entitlement.

6.3 Remote Access

For on premise implementations, Customers are requested to provide Clearswift Support with external access to environments in order to aid the resolution of reported problems.

6.4 Out of Support Scope

The following services are not included within the scope of the Clearswift support service offerings:

- Configuration or installation services required to implement any major or minor on premise upgrade. Such services may be provided through the purchase of Clearswift Consulting Services
- Consulting services, unless specified in the service offering purchased, such as, but not limited to, system audits, system benchmarking or custom report generation. These services would need to be defined and priced separately under the terms Consulting Services
- Support for on premise products that have been altered, internally adjusted, damaged or modified by the Customer without prior consent from Clearswift
- Support for the underlying platform for on premise implementations, inclusive of network and hardware/operating system not covered under the terms of the Clearswift Support Agreement
- Support for interfaces to data sources not expressly included in the License Agreement
- Data management, data retrieval, data file copying or distribution, administration and other routine operational responsibilities
- System, software or data backup, recovery or restoration for on premise implementations

7 Document History

Version	Date	Authors	Comments
1.0	15.04.11	Dat Thrower	Clearswift Support Handbook version 1

Contact Clearswift

UK - International HQ

Clearswift Limited
1310 Waterside
Arlington Business Park
Theale
Reading
Berkshire
RG7 4SA
UK
Tel: +44 (0) 118 903 8903
Fax: +44 (0) 118 903 9000
Sales: +44 (0) 118 903 8700
Technical Support: +44 (0) 118 903 8200
Email: info@clearswift.com

Australia

Clearswift
5th Floor
165 Walker Street
North Sydney
New South Wales, 2060
AUSTRALIA
Tel: +61 2 9424 1200
Fax: +61 2 9424 1201
Email: info@clearswift.com.au

Germany

Clearswift
Landsberger Straße 302
D-80 674 Munich
GERMANY
Tel: +49 (0)89 904 05 206
Fax: +49 (0)89 904 05 810
Email: info@clearswift.de

Japan

Clearswift K.K.
7F Hanai Bldg.
1-2-9 Shibakouen,
Minato-ku, Tokyo
105-0011
JAPAN
Tel: +81 (3)5777 2248
Fax: +81 (3)5777 2249
Email: info.jp@clearswift.co.jp

Spain

Clearswift España S.L.
Cerro de los Gamos 1, Edif. 1
28224 Pozuelo de Alarcón
Madrid
SPAIN
Tel: +34 91 7901219 / +34 91 7901220
Fax: +34 91 7901112
Email: info.es@clearswift.com

United States

Clearswift Corporation
161 Gaither Drive
Centerpointe
Suite 101
Mt. Laurel, NJ 08054
UNITED STATES
Tel: +1 856-359-2360
Fax: +1 856-359-2361
Email: info@us.clearswift.com