



AlienVault Unified Security Management™ Solution

Complete. Simple. Affordable.

Support Reference Guide Version 5.4

This document covers the following products:

- USM Appliance 5.x

Rev. 07/15/2017



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1. INTRODUCTION

The purpose of this guide is to provide an overview of the services and operating procedures for AlienVault (“AV”, “the company”, or “AlienVault”) Lightspeed Technical Support and AlienVault Customer Service.

As an AlienVault customer, you will have access to our highly trained technical support staff as well as the right to use our support portal with tools, knowledgebase, case activity tracking, and a support history of your products. Reviewing the procedures described in this guide will enable you to receive our best possible service and fastest problem resolution.



**Note – This guide is for reference only – please consult your AlienVault Agreement for specific terms and conditions.*



2. SUPPORT OFFERINGS

AlienVault offers Technical Support and Customer Service described herein, to ensure you have the help you need when you need it.

LIGHTSPEED SUPPORT & CUSTOMER SERVICE SUMMARY

Support Features	Lightspeed Support
Customer Service Contact Method	Web Portal/Email/Phone
Technical Support Contact Method	Web Portal/Email/Phone
Service Level (SLA) response times S1/S2/S3/S4	4/8/24/36 (Business hours)
Online Ticket Submission/Tracking	Yes
Access to Knowledgebase	Yes
Escalations	Yes
Customer Service – Coverage Hours	Monday-Friday - 8:00 a.m. - 5:00 p.m. (PST)
Technical Support – Coverage Hours	North America Monday – Friday - 7:00 a.m. - 5:00 p.m. (PST) EMEA Monday – Friday - 7:00 a.m. - 5:00 p.m. (CEST)
# Support Contacts Allowed	Unlimited
# Support Requests Allowed (Annually)	Per AlienVault Agreement (Terms & Conditions)
Managed Appliance Service	Optional



3. PRIMARY COVERAGE HOURS

Hours of operation for AlienVault Technical Support (“Primary Coverage Hours”) shall mean:

(i) United States and Canada: 7:00 a.m. to 5:00 p.m. in the local region, Monday through Friday, excluding AlienVault-US holidays (set forth in Section 20 below).

(ii) Latin America and South America: 7:00 a.m. to 5:00 p.m. in the local region, Monday through Friday, excluding AlienVault-Spain holidays and/or AlienVault-US holidays (set forth in Section 20 below). Both the US and the Spanish offices support Latin and South America.

(iii) EMEA (Europe, the Middle East, and Africa): 7:00 a.m. to 5:00 p.m. CET, Monday through Friday, excluding AlienVault- Spain holidays (set forth in Section 20 below).

(iv) APJ (Asia-Pacific region, including Japan): 7:00 a.m. to 5:00 p.m. CET, Monday through Friday, excluding AlienVault- Spain holidays (set forth in Section 20 below).

(v) India: 7:00 a.m. to 5:00 p.m. CET, Monday through Friday, excluding AlienVault-Spain holidays (set forth in Section 20 below).

(vi) Web and Email: Web Portal access and the ability to send emails or leave voicemail are available 24x7.

4. HOW TO CONTACT TECHNICAL SUPPORT OR CUSTOMER SERVICE

METHODS FOR CONTACTING TECHNICAL SUPPORT

- Web - Submit a ticket through AlienVault Support Portal: <https://support.alienvault.com>
- Email* - Send an email thoroughly describing the issue to: support@alienvault.com
- US Telephone: (888) 613-6023 or (650) 713-3333
- EMEA Telephone: +34 672 308 632

*Note: When a problem is submitted via email, you will receive an auto-reply from the ticketing system acknowledging receipt and assigning the ticket a case number for future tracking. Please ensure your case number is included in the subject line of any subsequent email sent to the company. This email is not considered “first response”.

For the most expeditious response, AlienVault suggests users contact Technical Support via the Support Portal (support.alienvault.com) or email (support@alienvault.com). In the event all Technical Support representatives are busy or if the call originated outside of the Technical Support coverage hours, the ability to leave a voicemail message is available.



INFORMATION REQUIRED WHEN CONTACTING TECHNICAL SUPPORT

To assist AlienVault in resolving your issue as quickly as possible, when reporting a problem please provide the following information:

Customer Information:

- Company Name
- Contact Name
- Phone Number
- Email Address

Resolution Assistance Details:

- Customization or special configuration information
- Any error messages that are present
- Details on how to reproduce and verify the error
- Information on the severity/impact of the problem
- The Urgency of a resolution: Emergency, Important, Normal, Deferrable (Please refer to Section 6 for more details on each Urgency level)

CUSTOMER RESPONSIBILITIES

- Customers are responsible for ensuring that their contacts designated and/or desiring to work with AV Technical Support achieve and maintain AUSE certification (AlienVault USM Appliance for Security Engineers) prior to engaging with or receiving assistance from the AV Technical Support Engineers
- Customers reporting AV USM Appliance incidents will provide reasonable access to their personnel and resources necessary for AlienVault to complete a root cause analysis and determine the best path leading to the successful case resolution

METHODS FOR CONTACTING CUSTOMER SERVICE

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- Email* - Send an email thoroughly describing the issue to: support@alienvault.com
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INFORMATION TO INCLUDE WHEN CONTACTING CUSTOMER SERVICE

- Name
- Best way to contact (phone/email)



- Description of the reason for contacting Customer Support rather than Technical Support – idea, suggestion, comments

5. PROBLEM RESOLUTION PROCEDURES

When a problem is reported, AlienVault may:

- Request executing the Diagnostic Tool
 - When a new case is opened, the ticketing system will automatically provide instructions on how to execute the AlienVault Diagnostic Tool. This tool will send AlienVault Technical Support Engineers the information they need to expeditiously and effectively diagnosis the issue. The information it provides consists of various AlienVault logs and similar diagnostic information. In general, the tool does not send any sensitive information. Regardless, all information collected through the AlienVault Diagnostic Tool is automatically encrypted with a public key and only the AlienVault Support team is able to decrypt the message
- Request a Remote Meeting
 - AlienVault may request a remote meeting using Zoom, Go to Meeting, WebEx or equivalent. This is very common and extremely effective in resolving issues quickly and efficiently
- Request CMDB Access
 - If the customer has a configuration database (CMDB) and there are configuration changes affecting the software and/or hardware, AlienVault Technical Support may request access the CMDB in order to diagnose the issue
- Request VPN access
 - In some instances, VPN (Virtual Private Network) may be requested because it will facilitate the efficiency of resolving the issue
- Analyze the problem with the customer and classify the severity of the issue
- Work with AlienVault internal resources to identify and fix the problem
- Keep up-to-date status information and provide updates to the customer
- Provide problem resolution to the customer in the form of additional product information, a patch, or a workaround
- Provide all relevant commercially available updates, fixes, patches, enhancements, minor upgrades, and maintenance releases. (i.e. Rev # x.y.z where y = minor release and z = maintenance release)
- Provide training and consulting at AlienVault's then current rates as requested by the customer
- Schedule conference calls with the customer to discuss any possible problems, solutions, and additional features as such applies to the reported issue
- Escalate the case to a specialist in the particular area that the issue is occurring



ABOUT ONSITE SUPPORT

Onsite support may be suggested in instances where issues cannot be resolved over the phone or via email. Onsite support is contingent upon mutual agreement between AlienVault and the customer based on the severity of the issue. Unless otherwise agreed upon, customer will reimburse AlienVault for travel related expenses.

6. SEVERITY AND URGENCY LEVELS

SEVERITY LEVEL

Severity Level is determined by AlienVault and based on *Urgency* which identifies the handling priority of the case. Each Severity Level denotes an escalation path and notification matrix to higher levels within the company.

AlienVault *Severity Levels* are:

- *Severity 1 (S1)* – This level implies immediate attention and sustained effort using any and/or all-reasonable endeavours as required until the issue is resolved with regular customer interaction
- *Severity 2 (S2)* – The situation is considered highly volatile, requiring regular follow-up communications approximately every 72 hours with a resolution provided. This may result in a fix being included in the next software release to the extent that such is commercially feasible
- *Severity 3 (S3)* – This priority level dictates that the issue be addressed as soon as possible, but after S1/S2 issues. The frequency of follow-up communications should be made on at least a weekly basis
- *Severity 4 (S4)* – Indicates that the issue needs to be addressed, but may be worked on an “as available” basis as long as response falls within defined SLAs. Follow-up frequency is to be determined with customer

URGENCY LEVEL

Urgency Level indicates the seriousness of the reported issue. The customer typically sets Urgency at the time the issue is reported; however, in the event AlienVault disagrees with the Urgency classification provided by Customer, AlienVault will promptly advise Customer of the revised Urgency classification and the parties will mutually discuss any disagreement regarding the classification. If the Customer chooses not to set the Urgency Level when reporting an incident the ticketing system will set one automatically.



AlienVault Urgency levels are:

- ***Emergency*** – For an *Emergency* issue, customer requires immediate attention from support. *Emergency* is the highest urgency level
- ***Important*** – An *Important* Urgency level indicates that the customer requires expedited resolution, but can bear minimal delays
- ***Normal*** – For a *Normal* Urgency level, customer needs to have the issue addressed quickly, but can get by for now
- ***Deferrable*** – Issue may be resolved later, a delay in resolution is considered acceptable

Severity Level	Definition	Initial Response	Commitment
S1	Service is up and running but multiple users are experiencing significant issues that impact their ability to use the service	4 hours *	AlienVault will work with Customer until the issue is resolved or a reasonable workaround is applied
S2	The issues cause significant loss of service or is a significant error. The impact is an inconvenience that may require a workaround to restore functionality or is a minor error, incorrect behavior, or a documentation error that does not impede the operation of a system	8 hours *	AlienVault will work with Customer to mutually prioritize and schedule resolutions into regular release cycles
S3	The issue causes minor reduction of service or is a minor error. The impact is an inconvenience that may require a workaround to restore functionality or is a minor error, incorrect behavior, or a documentation error that does not impede the operation of a system	24 hours *	AlienVault will work with Customer to mutually prioritize and schedule resolution into regular release cycles
S4	Minor defects and errors that do not impede system operation in a normal manner	36 Hours *	AlienVault will work with Customer to mutually prioritize and schedule resolutions into regular release cycles

* - Denotes Primary Coverage Hours



7. SUPPORT STANDARDS AND SERVICE LEVEL

Response and Resolution Standards:

Technical Support will address reported issues based on the *Impact and Urgency*, and the resulting *Severity* as indicated below:

PRIORITY ESCALATION NOTIFICATIONS

In the event that a Severity Level is escalated, notifications are sent via email to the appropriate individuals, within AlienVault, as outlined in the table below:

Elapsed Time	S1	S2	S3	S4
24 Hours (1 day)	VP of Technical Support, Account Manager			
48 Hours (2 days)	VP of Customer Success	VP of Technical Support, Account Manager		
72 Hours (3 days)	CTO	VP of Customer Success		
96 Hours (5 days)	CEO	CTO		
120 Hours (5 days)		CEO	VP of Technical Support	

8. SCOPE AND DEFINITION OF TECHNICAL SUPPORT

DEFINITION OF TECHNICAL SUPPORT

AlienVault Global Technical Support aims to provide aid and assistance to users of AlienVault USM products. The AlienVault Support Team is well qualified to answer questions, diagnose failures, and troubleshoot



problems relative to AlienVault products. AlienVault is not a training organization; however, AlienVault's Support Team strives to transfer knowledge during all customer interactions.

Generally, Technical Support does not install, deploy, or configure AlienVault USM solutions, perform upgrades, or provide customizations, scripts for example, that some end users create and run for various reasons. If it's determined that customizations and scripts are necessary in a particular deployment, please ask Technical Support or Customer Service for a list of certified AlienVault Partners capable of accomplishing that work.

If the Customer chooses to deviate from standard deployment options and customize their deployment, AlienVault cannot guarantee AlienVault's USM solution will operate as specified, and system performance, operability, stability, functionality, and utility may be degraded and/or jeopardized.

The AlienVault Support Team's focus is ensuring the USM solution operates and performs to its published specifications which, by definition, does not include customizations.

Technical Support Engineers (TSE) remotely access deployed AV USM solutions when necessary to troubleshoot issues, observe questionable product behavior, and/or review settings, logs, and general system status and health.

WHAT IS PART OF TECHNICAL SUPPORT

- Analyzing challenges that prevent the product from operating as it was designed, and determining if the problem was a result of a defect or configuration error
- Escalating and explaining discovered defects to the AlienVault Engineering Team
- Updating Customer about the status of forthcoming patches/fixes
- Providing Customer with AlienVault documentation relative to their USM solution
- Providing basic instructions to properly configure the AlienVault USM solution when the Customer is unaware of how to configure the system to achieve a specific behavior
- Receiving and understanding the customer's Idea(s) for new functionality or feature requests and properly communicating the Idea(s) to the Product Management Team
- Troubleshooting and validating failures within AlienVault supplied hardware products
- Identifying challenges that the Customer is trying to solve and provide best practices to get the most benefit from the AlienVault USM solution

WHAT IS NOT PART OF TECHNICAL SUPPORT

- Consulting or designing solutions specific to the customer's deployment or environment
- Modifying configuration tasks over customer environment
- Diagnosing customer's internal network infrastructure communication issues (frequently reported as USM problems without reviewing the communication network infrastructure)
- Developing internal maintenance scripts
- Creating custom correlation rules



- Applying false positives filters
- Integrating new devices in the customer environment
- Reviewing and validating customer network infrastructure changes
- Deleting unnecessary system information
- Validating alarms or security incidents
- Developing additional modules or scripts for the AlienVault USM solution
- Creating advanced configurations for products included on the AlienVault USM solution (Host IDS additional configuration, network IDS rules, etc.)

If an end user chooses to deviate from the supported platforms or customizes the AlienVault USM solution, AlienVault will no longer guarantee the product will operate as specified. There are some very valid reasons for this:

It is impossible to duplicate every “customized” customer environment within AlienVault testing and quality assurance; therefore testing patches and fixes is not practical. Furthermore, USM Releases, including monthly Maintenance Releases, may overwrite current customer custom configurations and either degrade system performance or require the custom system changes to be reapplied.

CUSTOMIZATIONS

AlienVault understands the desire/requirement for some users to customize AlienVault products. AV Technical Support may attempt to support these customers within the following limits:

1. SLA/Response Times – AlienVault will continue to honor SLA commitments and respond to support requests in accordance with this guide.
2. Escalation Process – AlienVault will not adhere to standard escalation processes for custom solutions.
3. Test Environment – AlienVault may need access to the User’s environment to address issues and test fixes.
4. There may be instances where AlienVault cannot find the root cause of the issue and the system must be returned to its default state. The responsibility of returning the system to a default configuration lies with the end user.
5. In the event AlienVault determines an issue is dependent on the customization created specifically for the customer’s environment, AlienVault may choose to not fix that issue. If the customizations are of a magnitude that makes the issue analysis difficult, AlienVault may choose, at its discretion, to not provide assistance until the deployment is returned to a supported configuration.

For guidance, here are some best practices with regards to customization:

- Any changes to the AlienVault USM solution operating system are extremely problematic. This is not recommended under any circumstance. Users who attempt to upgrade OSSIM to the AV-USM version are in fact installing a custom version of the operating system
- Non AlienVault hardware is not recommended under any circumstance



- Any customization or script affecting the AlienVault USM solution database is problematic and determined to be the root cause of many issues

PLUGINS (NEW OR UPDATE)

If you would like a new plugin created for USM, or need an update to an existing plugin please follow the instructions located at <https://www.alienvault.com/documentation/usm-v5/kb/2016/03/how-to-request-a-new-plugin-or-updates-to-an-existing-plugin.htm> and submit the needed info/file to Support@alienvault.com.

DEFECTS AND IDEAS

When necessary, the AlienVault Support Team submits any product design or software code issues (Defects) and customer requests for features (Ideas) to the Engineering and Product Management Teams. Here is what to expect in these circumstances:

Defects – Defects are resolved as quickly as possible and, in almost all instances, Defect fixes will undergo a full QA cycle. Generally, an AV USM Release is made available every 30 days that's specifically designed to introduce resolved Defects into the GA version of the product, and in order to accommodate QA testing cycles, the code freeze for a particular Release is typically 14 days prior to the planned AV USM Release date. Due to the aforementioned timelines, a resolution for a "major" defect can generally be expected within the next 2 releases.

Ideas - When brought to the attention of Customer Service or Technical Support, Ideas are filed and a case number is generated. AlienVault encourages customers to suggest ideas as this helps the AV Product Advisory Team create, design and produce a better product. When submitting an idea, please explain the reasoning behind the Idea, as this will aid the Engineering Team to better understand the use case and thus design a solid solution. Ideas are reviewed regularly and, if developed, will be included in major releases only.

9. END USER REQUIREMENTS

AV Technical Support assumes end users have completed the AlienVault USM for Security Engineers Course and successfully passed the ACSE (AlienVault Certified Security Engineer) exam. In addition to the course and certification, it's expected that users have:

- Firm understanding of general network security
- Basic TCP/IP networking knowledge and skills including IP addressing, DNS, switching, and routing
- Basic familiarity with IT security concepts and associated skills, including threats, vulnerabilities, risk management and security devices/applications
- Basic Linux skills, including the use of the command line interface for file and user management and text editing (Vim, Nano)



10. MAINTENANCE AND FIXES

Defects are problems that cannot be resolved directly by Technical Support and will be escalated to the Engineering team. All defects are reviewed by the AlienVault Support, Engineering and Product Management organizations in a weekly meeting and as part of the regular product development process. The plan will be to either close the defect without a fix or address the issue in a future patch or periodic maintenance release. Customers will be informed regarding the plan of action for the reported defect.

11. END-OF-LIFE POLICY AND LEGACY SUPPORT

Products will eventually reach their natural end-of-life as. Often they are replaced with new and better technologies but sometimes source parts disappear from the market and are no longer available which may affect AlienVault products. This is part of any technology product lifecycle. It is our goal to provide as much visibility into this process as possible. AlienVault will use reasonable efforts to provide prior notice before the “end-of-life” (EOL) of any software or hardware product.

AlienVault’s current End-of-Life policies are posted on its website.

12. HARDWARE MAINTENANCE

AlienVault provides a one year warranty with one year of Lightspeed Warranty Service (LWS) for most Hardware appliances supplied by AlienVault.

The only extended warranty program offered by AlienVault is the Lightspeed Warranty Service.

AlienVault operates under a “return and repair” process for all Hardware not covered under a Lightspeed Warranty Service agreement. Units shipped back to AlienVault will be repaired and returned to the customer within 2 weeks of AlienVault’s receipt of the unit. The customer is responsible for all shipping fees and a RMA is required. The unit will be considered returned when received by AlienVault.

For customers not covered under the Lightspeed Warranty Service, the cost for the return and repair service is covered under the 1-year maintenance agreement. After the 1-year maintenance agreement has expired, a repair cost may be incurred.

The above process is handled through the AlienVault Technical Support team. Please raise a support case to investigate suspected faulty hardware.



13. LIGHTSPEED WARRANTY SERVICE

AlienVault provides an optional Lightspeed Warranty Service or “LWS” where a new or refurbished unit will be shipped via priority shipping within 48 hours after RMA issuance(see process below). Depending on when the RMA is issued, the units may be shipped the same day.

TERMS AND CONDITIONS

- Replacement Appliance is shipped to customer within 48 hours after RMA issuance
- Non-transferable, annual subscription
- Replacement machines may be refurbished
- LWS only available in the US and the EU

Lightspeed Warranty Service does not apply if one of the following conditions is true:

- Product is damaged from external causes such as abuse, misuse, or problems with electrical power
- Servicing has been conducted on the product not authorized by AlienVault
- Usage that is not in accordance with product instructions
- Failure to follow the product instructions or failure to perform preventive maintenance
- Problems caused by using accessories, parts, or components not supplied by AlienVault
- Products with missing or altered serial numbers
- Products for which AlienVault has not received payment
- Products that have been physically damaged

CUSTOMER RESPONSIBILITIES

- Customer must provide a credit card or submit a PO prior to RMA issuance
- Defective product must be returned within 30 days or the new product will be billed AlienVault’s current list price
- Return shipping paid by customer
- Must be current with Support and Maintenance and Threat Intelligence subscription
- Coverage cannot lapse for more than 30 days

14. RMA PROCEDURE

A RMA number is required for all returns. The procedure for creating a RMA # and replacing hardware is as follows:

1. Open up a support ticket with AlienVault Technical Support.



2. AlienVault Technical Support Engineers (TSEs) will need certain critical information and may require a form to be completed in order to acquire such information.
3. Upon verification of the issue by AlienVault Technical Support, a RMA# will be issued.
4. AlienVault Technical Support will instigate the RMA procedure and deliver you a RMA number via email.
5. The equipment will be shipped and you will be notified with a tracking number. It is the responsibility of the customer to rack the new Hardware. AlienVault Technical Support will provide guidance for deploying the new system; however, if the customer is unfamiliar with this process or does not have the capacity to complete the installation of the replacement hardware, it is recommended they contact an AlienVault Certified Partner to perform this service. This is especially true in a situation where there is a large amount of preexisting data to be loaded into the new system.
6. The old equipment will need to be sent back to AlienVault's hardware partner. A prefilled out UPS Ground shipper will arrive with the new RMA replacement system that is to be used for the return shipment of the defective equipment. All returns are shipped UPS Ground. If the old Hardware is not shipped back within 30 Days, it will be invoiced at AlienVault's then current replacement part list price.

15. OPEN SOURCE

The AlienVault Solution includes many Open Source components. AlienVault considers these components to be essential parts of the AlienVault solution and will fully support these components. However, there may be instances where a bug requiring extensive changes to a code base may not be fixed. In these cases, AlienVault will actively seek a work around. AlienVault does perform extensive QA testing on these Open Source components and AlienVault does work with the code bases and/or the developers to fix issues.

16. MANAGED APPLIANCE SERVICE

Description – AlienVault's Managed Appliance Service is an additional support service offering available to Customers. The service involves the installation of a script to analyze the health of the system hourly and report back to the AlienVault support team. The support team will then analyze the issue and decide if it requires further investigation. If the issue warrants further investigation, the support team will create a support case and contact the customer to initiate a remote connect to allow for investigation.



SCOPE OF SERVICE

1. Technical Support Engineers (TSE's) will remedy any conditions, which to the best of their knowledge might cause degradations in performance and/or functionality and/or might cause downtime.
2. The service will also perform all product updates. The customer will be contacted via email asking for a suitable time to complete the update once a new release is available.
3. System Modifications – TSE's may make recommendations on Customer's system configuration of the Software to optimize system performance (this recommendation will not include any type of security assessment or opinion). The Customer may approve or reject those recommendations; however, if the Customer rejects the TSE's recommendation, AlienVault will not be responsible for any adverse effects caused by not performing the recommended service.
4. Standard Support – The Customer must be under a valid Standard Support agreement. Customers not under agreement are not eligible for this service.
5. Guarantee - The Managed Appliance Service - does not guarantee uptime or any other operational specification not outlined in the Standard Technical Support agreement.
6. Security - The service does not involve monitoring the customer's network for vulnerabilities intrusions, security breaches or any other security services.

EXCLUSION FROM SERVICES

1. The Managed Appliance Service does not include any type of security monitoring, vulnerability detection, intrusion detection, or any type of security service. AlienVault TSE's cannot provide any type of security assessment or opinion as to the security of the customer's network.
2. The Managed Appliance Service does not include support for unsupported deployments, custom scripts, third party software, or other functionality that was added by the customer or third parties.
3. The Managed Appliance Service is not intended to be used on systems that have an Improper installation or systems not operated in accordance with AlienVault's specifications or the Documentation.



17. ENSURING CUSTOMER SATISFACTION

At AlienVault, we welcome your feedback, value your comments, and encourage you to contact us via support with any concerns or suggestions. In addition, as part of our commitment to providing you with the best support possible, AlienVault conducts customer surveys. From time to time you may be requested to provide information regarding your satisfaction with the quality of our products and service you received. Please take the few minutes to complete the survey as your feedback will help us maintain the highest level of service.

18. KEY CONTACT INFORMATION

WEB RESOURCES

Technical Support Landing Page - <http://www.alienvault.com/support/>

Customer Support Portal - <https://support.alienvault.com>

Submit/Manage Tickets, Search Knowledgebase, Access Downloads and Documentation

TECHNICAL SUPPORT GROUP

Technical Support Group

support@alienvault.com

(888) 613-6023

VP, Global Technical Support

Gregg Floros

gfloros@alienvault.com

Office: (650) 713-3341

VP, Customer Experience

Don Field

dfield@alienvault.com

Office: (650) 713-3339



19. HOLIDAY SCHEDULE

US HOLIDAY SCHEDULE FOR 2017:

Weekday	Date	Holiday Name
Monday	2-Jan	New Year's Day
Monday	20-Feb	President's Day
Monday	29-May	Memorial Day
Monday	3-Jul	Holiday Floater
Tuesday	4-Jul	Independence Day
Monday	4-Sep	Labor Day
Friday	10-Nov	Veterans' Day
Thursday	23-Nov	Thanksgiving Day
Friday	24-Nov	Day after Thanksgiving
Friday	22-Dec	Holiday Floater
Thursday	25-Dec	Christmas Observed

**MADRID, SPAIN HOLIDAY SCHEDULE FOR 2017:**

Weekday	Date	Holiday Name
Monday	2-Jan	Ano Nuevo
Friday	6-Jan	Epifania del Senor
Monday	30-Mar	San Jose
Thursday	13-Apr	Jueves Santo
Friday	14-Apr	Viernes Santo
Monday	1-May	Dia del Trabajo
Tuesday	2-May	Fiesta de la Comunidad de Madrid
Tuesday	15-Aug	Ascuncion de la Virgen
Thursday	12-Oct	Fiesta Nacional de Espana
Wednesday	1-Nov	Dia de Todos los Santos
Wednesday	6-Dec	Dia de la Constitucion Espanola
Friday	8-Dec	Inmaculada Concepcion
Monday	25-Dec	Navidad



CORK, IRELAND HOLIDAY SCHEDULE FOR 2017:

Weekday	Date	Holiday Name
Friday	1-Jan	New Year's Day
Friday	17-Mar	St. Patrick's Day
Monday	17-Apr	Easter Monday
Monday	1-May	May Day
Monday	5-Jun	June Bank Holiday
Monday	7-Aug	August Bank Holiday
Monday	30-Oct	October Bank Holiday
Monday	25-Dec	Christmas
Tuesday	26-Dec	St. Stephen's Day