

Proofpoint Premium Support for Cloudmark Products

Proofpoint Premium Support includes:

- Expert Level Support contacts
- 24x7 Phone, Email, and Web Support
- Interactive web-based support and access to current online technical knowledge
- Bug isolations and workarounds
- Quality defect correction
- Access to minor releases and patch releases of licensed software

Deliver the Best User Experience with Proactive, Large Business-Class Support

Proofpoint Support Services provide superior technical support for the world's largest organizations, maximizing the value of the customer's investment.

Proofpoint Premium Support engages closely with customers to adapt procedures to the customer's needs. A designated Premium Support team works with each account with expert knowledge of the security industry. The Proofpoint promise: most intelligent technology, best results, proven.

Premium Support

Proofpoint Premium Support is distinguished by the expertise of the designated technical team and superior escalation procedures.

Expert

Proofpoint Premium Support contacts are Proofpoint product experts who also possess expertise in messaging infrastructures and technologies. The support team includes a Proofpoint Solutions Architect who is involved with the customer at all stages including pre-purchase, deployment and production.

Proactive

Proofpoint provides 24x7 backend system monitoring and notification and engagement from the dedicated technical support team. The Proofpoint Research team proactively monitors trends observed at Premium Support customers and compares these trends to activity monitored within the Proofpoint Global Threat Network.

Support Services Dedicated Portal

[http://www.proofpoint.com/
license](http://www.proofpoint.com/license)

Proofpoint online support portal provides access to the incident submission and tracking system, knowledge base, product documentation, and research reports.

Proofpoint Premium Support			
Hours	24x7	Web access to tickets	Yes
Support Team	Designated	Threat Awareness	Global Threat Network
Target Response		Target Resolution	
P1	1 hour 24x7	P1	Continuous effort until workaround or resolution
P2	2 business hours	P2	Within an average of 20 days
P3	3 business days	P3	Within an average of 30 days
P4	Within an average of 30 days	P4	Within an average of 30 days

Note: Business days/hours are 9am–5pm Local Time, Monday to Friday, excluding major holidays.