

Tufin Technologies - Maintenance & Support Services

Last Edited: June 1, 2019



1. Supported Products & Versions

- 1.1 Support shall only be provided to customer's with active maintenance on the account level. Any Tufin products/licenses under the account, that are not paid and up-to-date on Maintenance and Support will result in the entire account moving to 'Not Supported' status.
- 1.2 The Services will be provided only with respect to releases of the Licensed Product that are supported by Tufin Technologies.

For more information on Tufin's products life cycle, please visit our Portal here.

- 1.3 The Service shall not cover Errors that have been caused by (a) amendments, alterations or modifications to the Product made by Customer or third parties; (b) using the Product in a manner that is in violation of the License Agreement or contrary to the instructions given by Tufin Technologies, or (c) Customer's combining or merging of the licensed Product with any hardware or software not identified as compatible by Tufin Technologies.

2. Communications

- 2.1 All communication with Tufin Technologies shall be channeled through the customer's authorized contacts by e-mail, telephone, by using a web form, or by any other method designated by Tufin Technologies from time to time. A web form for Support Requests is available at Tufin Technologies' website.
- 2.2 The language for all communication related to the Services shall be English.

3. Ticket Handling

- 3.1 Upon receiving a support request, Tufin Technologies shall confirm that the request includes Customer and technical information required for a timely and efficient response.
- 3.2 Customer shall receive email communication from Tufin Technologies when the call:
 - (a) is first received or logged by Tufin Technologies (automatic notification); or
 - (b) requires more information during the troubleshooting process; or
 - (c) is responded to and/or resolved;

3.3 Ticket Escalation

Customers have the ability to escalate their service request via the user portal. Using the 'Escalation' process in Tufin support means that:

- (a) The issue isn't being resolved appropriately or in a timely manner.
- (b) The issue has become more severe or should be assigned a higher priority, and requires management escalation.

3.4 Ticket Resolution

a problem is considered resolved when:

- (a) The Customer has been advised on how to correct or bypass the error; or
- (b) The Customer has been informed that the correction to the error will be available through a future software upgrade or software patch.

4. Ticket Classification

Severity Level	Description
Critical	A problem that severely impacts your use of the Tufin licensed software in a production environment (such as loss of production data or in which your production systems are not functioning). The situation halts your business operations and no workaround exists.
High	A problem in which the Tufin licensed software is functioning but your use in a production environment is severely reduced. The situation is causing a high impact to portions of your business operations and no workaround exists.
Medium	A problem that involves partial, non-critical loss of use of the Tufin licensed software in a production environment or development environment. For production environments, there is a medium-to-low impact on your business, but your business continues to function, with or without a workaround. For development environments, where the situation is causing your project to no longer continue or migrate into production.
Low	A general usage question, reporting of a documentation error, or recommendation for a future product enhancement or modification. For production environments, there is low-to-no impact on your business or the performance or functionality of your system. For development environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a process workaround.

5. Hardware Support

- 5.1 Appliance Warranty - During the warranty period (part of a 5-year program), customers are entitled to an Advanced Replacement Service. In the event of a hardware-based malfunction, following the determination by Tufin Technologies' support that the malfunction is hardware-based, the customer will be shipped replacement appliances, and/or spare parts via overnight express courier prior to the return of the defective appliance, and/or spare parts to Tufin Technologies. Service hours are 9am to 6pm in the local time zone of the customer location(s) Monday through Friday during the warranty period, exclusive of local public holidays.
- 5.2 In case a defective appliance is shipped back to Tufin Technologies, the Customer may wipe sensitive data off the hard drives, provided the hard drives are not destroyed as a result, and that no other damage is caused to the appliance.
- 5.3 Any damage resulting from the data cleansing procedure will not be covered by hardware warranty, and will be billed and invoiced separately. Customers that wish to keep the hard drives of defective appliances by removing them from the defective appliances prior to shipping them back, will be charged the market rate cost of new hard drives of the same specifications.
- 5.4 Damage caused to appliances outside of reasonable computer usage, and/or inconsistent with the product documentation or Tufin Technologies' instructions, will not be covered by hardware warranty, and will be billed and invoiced separately.
- 5.5 Replacement appliances are shipped using Carriage and Insurance Paid (CIP) under Incoterms 2000 to the party that ordered the appliance (either the customer or the partner).

5.6 Tufin Technologies provides appliance freight insurance from the manufacturing facility in the United States to the shipping address. Tufin Technologies will not be liable for any damage incurred due to further shipments beyond the shipping address coordinated with the customer or partner.

6. Software Maintenance

Tufin Technologies may make new upgrades available for the Licensed Software from time to time. Upgrades may include generally available versions, releases, builds, patches and dynamic updates, but exclude new Products, and new versions that are licensed and/or charged separately.

7. Support Service Levels (SLA)

The following Service Level (SLA) table applies to software licenses that are covered under Standard / Premium Support subscription, as applicable:

	Standard Support	Premium Support	SecureCloud
Availability	Standard office hours ¹	Standard business hours (24x7 for Critical or High) ²	Standard business hours (24x7 for Critical) ³

	Initial Response		
Critical	Within 2 business hours	Within 2 hours ³	Within 2 hours ¹
High	By the end of the next business day	Within 4 hours ³	By the end of the next business day
Medium	By the end of the next 2 business days	By the end of the next business day	By the end of the next 2 business days
Low	By the end of the next 3 business days	By the end of the next 2 business days	By the end of the next 3 business days

(1) Tufin follows the generally accepted practice that Standard Business Hours are 9:00 AM to 6:00 PM (0900-1800) local time. Standard Business Hours do not include weekends or local public holidays.

Calculation of Standard Business Hours is based on the location set in the customer's Tufin User Portal. For example, if a customer is in New York and has their User Portal account set with their correct address information, then Standard Business Hours will be 9am-6pm EST or EDT, depending on the time of year.

How does this work in practice?

If a North American customer were to contact a Tufin support office at 6:45pm (18:45) local time with a critical system failure and the customer has Standard support then the initial response SLA for a critical issue is 2 business hours. Because the end of the local business day is 6:00pm (18:00), the customer may not receive a response until the following business day. If this event occurred on a Friday and Monday is a local holiday, then the case would not be worked again until normal business hours' resume.

(2) In order to provide you with 24x7 coverage, Tufin requests that you identify a dedicated point of contact who will be available until the issue is resolved.

(3) During weekends or local public holidays - Premium support customers reporting a Critical or High service request should call Tufin's support lines. Phone numbers can be found on Tufin's website here.

Tufin reserves the right to change these SLA terms from time to time.