imperva

GUIDE

Imperva Customer Support Guide

Introduction

Greetings from Imperva Technical Support! Our mission as a support organization is to provide timely answers and solutions to our customers' issues pertaining to Imperva's products. The intent of this document is to assist you in making the most of Imperva's Support services and includes our current Support terms for our Appliances and Software products.

HOW TO CONTACT IMPERVA TECHNICAL SUPPORT

Via the web:

Imperva Customer Support Portal

Via email:

support@Imperva.com

Via the phone:

+1 (855) 574 9831 (US Toll Free)

+1 (214) 382 0418 (US Direct)

+81 3 4510 8992 (Tokyo)

+61 2 8294 5141 (Australia)

+44 808 164 9269 (UK Toll Free)

+65 3158 4244 (Singapore Direct)

000 800 100 7025 (India Toll Free)

imperva.com

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

Support services

Term

The initial Support services term commences upon Delivery (as "Delivery" is defined in the applicable license agreement) of the product. Thereafter, Support services periods shall be as stated in the mutually agreed upon renewal order.

Level of services offered

Our mission for Software Support is to provide you with services that will allow you to quickly remedy and fix any issues.

Customers with Software Versions that are currently supported by Imperva and current Support contracts will receive Support services as follows:

- **Product usage:** Assistance with questions regarding the usage of the Imperva products and associated functionality.
- **Error diagnosis:** This includes analysis of Imperva error messages, the identification and isolation of the source of a problem and obtaining information and status on existing problems.
- **Resolving errors:** This includes obtaining solutions to problems, methods to avoid problems without compromising system performance and obtaining a Workaround to an Error.
- **Bug fixes:** Provision of corrective Software to fix Errors.
- **Maintenance:** This includes Upgrades and Updates.

Maintenance & support for appliances

- **Maintenance on appliance:** Maintenance on Appliances consists of either Standard Hardware Replacement or Advanced Hardware Replacement.
- **Support on appliance:** Support on configuration and installation of Appliance consists of email and telephone support.

Maintenance & support for software

- **Maintenance on software:** Maintenance on 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 in accordance with Imperva End-of-Life Policy (See Appendix C). Support fees do not include installation services; if Imperva or an Imperva reseller assists customer with the installation of Software, separate fees for such installation services will be billed at either Imperva's or the applicable reseller's then-current rates.
- **Support on software:** Support on Software consists of email and telephone support.

Support Reinstatement

If customer terminates or elects not to renew its Support contract and subsequently requests to reinstate Support, customer shall be responsible for an amount calculated as the sum of the following charges: all cumulative fees that would have been payable had customer not terminated its Support contract, the then-current annual Support fee and a reinstatement fee of 20% of the then-current annual Support fee.

	STANDARD SUPPORT	ENHANCED SUPPORT	PREMIUM SUPPORT	SELECT SUPPORT	SELECT+SUPPORT*
Products Eligible**	Non-production hardware appliances	All hardware appliances	All hardware appliances	All perpetual Imperva products	All perpetual Imperva products
Service Hours	8am to 6pm local time on work days	24×7×365	24×7×365	24×7×365	24×7×365
Customer Support Portal Access (Knowlege base, Incident tracking)	Yes	Yes	Yes	Yes	Yes
E-mail Support	Yes	Yes	Yes	Yes	Yes
Phone Support	Yes	Yes	Yes	Yes	Yes
# of Authorized Customer Contacts	4	Unlimited	Unlimited	Unlimited	Unlimited
Hardware Replacement - Appliance, non-FRU Components	Standard	Standard	Advanced	Advanced	Advanced
Hardware Replacement - FRU Components	Standard	Advanced	Advanced	Advanced	Advanced
Hardware-only Appliance Refresh Eligibility	-	-	Yes	Yes	Yes
Health Checks	-	-	-	2	2
Priority Call Routing	-	-	-	Yes	Yes
Onsite Visits	-	-	-	-	Twice a year (T&E***)
Designated Single Point of Contact	-	-	-	-	Yes
Monthly Reporting	-	-	-	-	Yes
Quarterly Business Review	-	-	-	-	Yes

* Select+ Support requires an annual support contract of $350,000 or greater. All Select+ Support agreements must cover all of the customer's Imperva products.

** Please refer to Appendix F. Imperva Support Program Product Eligibility

*** The actual costs of the travel and expenses (T&E) for the onsite visits are not included in the Support fee and will be separately billed to the Select+ customer.

01 INTRODUCTION

02 SUPPORT SERVICES

03 SEVERITY LEVELS & RESPONSE TIMES (SLA)

04 ANALYST SERVICES

05 CLOUD MANAGED SERVICES

06 ON-PREMISES MANAGED SERVICES

07 TAM PROGRAM

08 SUPPORT PROCESS

09 APPENDIX

Severity levels & response times (SLA)

Severity levels

Different problems have different impacts on our customers' businesses. Imperva uses a formal ranking system to prioritize cases. Ranking is intended to reflect the importance of a particular case to your business and ensures:

- Appropriate speed of response
- Appropriate application of resources
- Escalation as it becomes necessary

The criteria below are used to define the severity of a case. During the life of the open case, the ranking may be adjusted to reflect the current impact on your business. For example, if a previously low priority problem becomes more urgent its severity level can be increased; likewise if a suitable Workaround is implemented a problem may be downgraded to a lower severity level.

In summary, the use of the ranking system enables us to focus on the problems most important to you.

Severity 1 - Critical

Means 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.

Severity 2 - High

Means a major technical issue resulting in severe performance problems in the Appliance and/or Software having a severe impact on customer's business operations. No Workaround is available.

Severity 3 - Medium

Means a non-critical component is malfunctioning, causing moderate impact on customer's business operations. For example, a Workaround (i) forces a user and/or system administrator to use a time consuming procedure to operate the system or (ii) removes a non-essential feature.

Severity 4 - Low

Means a minor technical issue where the customer can use the Appliance and/or Software with only slight inconvenience.

01 INTRODUCTION

02 SUPPORT SERVICES

03 SEVERITY LEVELS & RESPONSE TIMES (SLA)

04 ANALYST SERVICES

05 CLOUD MANAGED SERVICES

06 ON-PREMISES MANAGED SERVICES

07 TAM PROGRAM

08 SUPPORT PROCESS

09 APPENDIX

Response times

Imperva will use commercially reasonable efforts to respond to cases within the response times set forth below. These response times are targets only, not guarantees. Imperva does not guarantee resolution times or delivery dates. These response times are subject to change depending on the nature and complexity of the case.

SEVERITY	RESPONSE TIME	UPDATE INTERVAL
1 "Critical"	Less than 1 hour	At least once a day
2 "High"	2 hours	At least every other day
3 "Medium"	4 hours	At least once a week
4 "Low"	8 hours	As appropriate

- Response time is defined as the time between the creation of the case and the first attempt of an Imperva support engineer to contact the customer who opened the case.
- Above severities and response times apply to systems in production. Errors in non-production systems (e.g. test, development, sandbox) will be automatically downgraded one severity level.
- Problems with the installation of the Imperva Software shall have at most a severity ranking of "High."
- Imperva will respond to Severity 1 "Critical" and Severity 2 "High" issues on a 24×7 basis, provided that the customer has a current 24×7 support contract.
- Imperva will respond to Severity 3 "Medium" and Severity 4 "Low" issues within Standard Support Hours.
- When a customer with Standard Support opens a case of any severity outside the Standard Support Hours, then the case will be handled as if it was opened by customer at 8 AM the next business day.
- Support services for Software installation in an environment which is not in compliance with our sizing and technical recommendations will be automatically downgraded by one severity level.
- Above response times apply only if e-mail communication is made via the alias. support@imperva.com, a ticket is opened via the Customer Support Portal and/or if phone communication is made by calling the official and posted hotline numbers.
- If Imperva Support staff determines that an issue is fixed in a released patch, Imperva may require the customer to apply this patch before Imperva commences troubleshooting.

Analyst services
(for Advanced Bot Protection)

Summary

Analyst Services is an optional add-on service offering that provides an on-demand specialist for Advanced Bot Protection. While specializing in our bot security solutions, these analysts provide holistic expertise that extends into web application security, data analytics, infrastructure design, and application development. Analysts can optimize and tune your settings to maintain industry best practices, create customer signatures and enforcement rules, and draft custom reports to share with your internal stakeholders.

On AMS Engagements: This offering has historically also been known as "Analyst Managed Services" (AMS), but should not be confused with the Imperva Managed Services program described in the subsequent sections.

Features and benefits

Bot defense setup and tuning

Guided implementation based on your unique profile, including intake discussion, traffic analysis, content protection recommendations, and validation reporting.

Custom reporting

Detailed custom reporting, specific to the needs of your business, including attack reviews, event retrospectives, and monthly summaries.

Traffic analysis

On-demand reviews and analysis of your website, API, and mobile application traffic—including identification, analysis, and mitigation guidance and custom signature deployment.

Web application security consulting

Imperva's Bot Security Analysts can examine your web application security to provide advice about how to harden your defenses against abusive traffic.

SLAs

Analyst Services subscriptions come with an entitlement to Premium Support SLAs:

PREMIUM SUPPORT DELIVERY	FIRST RESPONSE	FOLLOW UP RESPONSE
Critical Impact	30 minutes	2 hours
High Impact	1 hour	24 hours
Medium Impact	8 hours	96 hours

How to contact

If you would like to find out more about the Imperva Analyst Services offering, you can reach out to your Imperva account team or by sending an email to MS-Presale@imperva.com.

01 INTRODUCTION

02 SUPPORT SERVICES

03 SEVERITY LEVELS & RESPONSE TIMES (SLA)

04 ANALYST SERVICES

05 CLOUD MANAGED SERVICES

06 ON-PREMISES MANAGED SERVICES

07 TAM PROGRAM

08 SUPPORT PROCESS

09 APPENDIX

Managed services for cloud

Summary

Web application security monitoring and management are resource intensive and can be costly for organizations to absorb on their own. The Imperva cloud WAF is available with an optional Managed Services offering that provides organizations with continuous management by security experts.

SLAs

Managed Services for Cloud subscriptions come with an entitlement to Premium Cloud Support SLAs:

PREMIUM SUPPORT DELIVERY	FIRST RESPONSE	FOLLOW UP RESPONSE
Critical Impact	30 minutes	2 hours
High Impact	1 hour	24 hours
Medium Impact	8 hours	96 hours

How to contact

If you would like to find out more about the Imperva Analyst Services offering, you can reach out to your Imperva account team or by sending an email to MS-Presale@imperva.com.

The datasheet for Managed Services for Cloud Application Security can be found here.

Managed services for on-prem

Summary

Organizations committed to maximizing the value of their Imperva Application or Data Security on-prem implementation may look to mitigate the risks that come with configuring and managing a new technology or to create and protect additional value with improved analytics and expertise. Imperva Managed Services combines Imperva security engineers with tools and methods honed from years of hands-on experience in order to remotely deliver management, maintenance, and monitoring for Imperva Application and Data Security solutions. These experts are distributed globally, operating 24×7 and managing assets protecting tens of thousands of customer Databases and Applications around the world.

How to contact

If you would like to find out more about the Imperva Managed Services offering, you can reach out to your Imperva account team or by sending an email to MS-Presale@imperva.com.

The datasheet for Managed Services for On-Prem Data Security can be found here.

SLAs

Managed Services for On-Prem Application and Data Security has the following SLAs:

MANAGED SERVICE DELIVERY	SILVER	GOLD (OR FLEXPROTECT FOR DATA)	PLATINUM (OR FLEXPROTECT FOR APP)
Critical Impact	4 hours	2 hours	1 hour
Non-Critical Impact	8 hours	4 hours	2 hours

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

TAM program

Summary

The Technical Account Manager (TAM) service is an optional offering, available on an annual subscription basis for an additional fee, to those customers who have purchased Enhanced or higher Support (with the exception of Select+ where a TAM 10 is included). The TAM becomes an extension of your team and over the course of the engagement will come to understand your environment, setup, requirements, support history relating to all the Imperva products deployed across your environment.

This engineer will deliver a combination of remote services to include assistance with the configuration of On-Premises and Cloud WAF products and features, support, and technical account management functions. A customer who subscribes to TAM service will be assigned a named primary and, as required, a secondary Imperva engineer for the term of the engagement.

On DSE Engagements: Our current TAM offering covers support of both On-Premises and Cloud WAF solutions. As such, customers with an active DSE engagement for their On-Premises deployment can refer to the guidance for the TAM program for applicable terms. Existing DSE customers are entitled to renew their engagements as is with no change to support levels.

Contact and additional information

If you would like to find out more about the Imperva Technical Account Manager (TAM) offering, you can reach out to your Imperva account team or by sending an email to TAM-Info@imperva.com.

The current datasheet for TAM can be found here.

Features and benefits

Personalized point of contact

A customer who subscribes to TAM service has direct access to an experienced, designated engineer who understands the customer's IT environment and the Imperva On-Premises and Cloud WAF products deployed.

Weekly updates

The TAM will host weekly conference calls and provide ongoing status reports that summarize outstanding issues and task(s) to be assigned, in-progress, or completed.

Onboarding assistance

Guides the customer through all the onboarding stages and the best practices while reducing time to value and configuration errors during the onboarding process.

Proactive support

Ongoing proactive technical assistance by the engineer enables the customer to better manage the product configuration changes and issues, in addition to assisting in and performing product software upgrades when required.

Health checks and service reviews

During the Engagement term, approximately once every six (6) months, a TAM will visit the customer on site, assess the customer's deployment needs and evaluate the efficiency of the SecureSphere and Cloud WAF solutions deployed or in use.

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

Support process

BEFORE YOU OPEN YOUR FIRST CASE

Authorized customer contacts

You will be asked to provide the names, locations and telephone numbers of the individuals in your company who are to be designated as Authorized Customer Contacts. The number of Authorized Customer Contacts you may designate is determined by the specific Support plan of your organization.

Only your Authorized Customer Contacts are authorized to call and receive assistance from Imperva under your Support contract. This is designed for your security, as well as to ensure that information provided by our consultants to rectify a problem is implemented by authorized and trained individuals within your organization.

This is critical because our consultants might provide information that, if applied incorrectly, could compromise the integrity of your system.

If you wish to change any information pertaining to an Authorized Customer Contact, e.g. names, telephone numbers, please email the relevant information to Imperva Technical Support at support@imperva.com.

Primary contact

The primary contact is the person you select to provide internal Imperva support within your organization (a.k.a. "the Imperva Administrator"). This person will be your resident Imperva expert, responsible for assisting your users and operations staff with troubleshooting support issues relating to Imperva products.

Over time, the primary contact will become knowledgeable about a wide range of product usage and will be able to determine whether a particular issue can be solved internally or needs referral to the Imperva support team. The person you select should be available to all users of Imperva products at your site and should be assigned duties that allow him/her to provide a timely response to questions.

Backup contact(s)

The backup contact(s) should be a co-worker of the primary contact at the same location. In the primary contact's absence, the backup contact should be able to perform all the necessary duties.

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

COMMUNICATION CHANNELS

In order to maintain a consistent level of service across all support activity, 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 e-mail 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.

01 INTRODUCTION

02 SUPPORT SERVICES

03 SEVERITY LEVELS & RESPONSE TIMES (SLA)

04 ANALYST SERVICES

05 CLOUD MANAGED SERVICES

06 ON-PREMISES MANAGED SERVICES

07 TAM PROGRAM

08 SUPPORT PROCESS

09 APPENDIX

OPENING A NEW CASE

Before opening a new case, please have the following information available:

- Service request number, if this is an existing issue already known to Imperva Support
- Customer-ID or product serial number if this is a new case
- Error message or advisory messages you are receiving
- Log files
- A reproducable test case
  - What were you trying to do?
  - What happened instead?
  - How exactly did the error occur?
- Severity level of problem
- Business justification for Severity 1 "Critical" or Severity 2 "High" issues

Open a new case via the Customer Support Portal

Opening a case via the Imperva Customer Support Portal is the preferred method of communication. When you open a new case via the Customer Support Portal, you can specify:

- Type of case you are opening
- Severity
- Product category
- Version
- Attach any supporting documents, example: log files

This way Imperva will have important information in advance. You will immediately receive your support case number, and you will receive a confirmation e-mail.

Open a new case via e-mail

Another efficient method of requesting Support is to open a new case via e-mail. Imperva recommends that you email your completed request, together with any additional screen prints, reports, your hardware configuration, and Software Versions, etc. to Imperva Technical Support.

Upon receipt of the email, the details will be entered into our case tracking system and one of our consultants will notify you with the case reference number, confirm the issue ranking and provide an initial prognosis or solution, if available. This method of logging a new case is especially useful for non-urgent queries.

imperva.com

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

Open a new case via phone

- If this is a previously reported issue, please give us your service request number, otherwise please give us either your customer-ID or the product serial number.
- Please be prepared to answer questions in an email or by phone, for future contact, and pertaining to your Software and hardware configuration (e.g., product, product Version, platform, OS, etc.)
- Provide exact error message and/or advisory messages (if more than one or two, please send via email).
- Provide a description of your problem.
- If you are opening a new case, please write down the service request number that you received over the phone, and always use this number when calling back to follow up on this particular case.

If you are greeted by voicemail, please leave the following information:

- Your first and last name
- The organization with which you are affiliated
- Number(s) where you may be reached
- Name and Version of Imperva product with which you are experiencing difficulty
- A short description of the problem

Your call will be returned in the order in which it is received.

ACKNOWLEDGING THE CASE

- After a case is logged by the customer, the case will be reviewed and dispatched through our case tracking system to an appropriate client support representative.
- Upon being logged into the system, the customer will receive an acknowledgement of the case, via email, including the case number.

01 INTRODUCTION

02 SUPPORT SERVICES

03 SEVERITY LEVELS & RESPONSE TIMES (SLA)

04 ANALYST SERVICES

05 CLOUD MANAGED SERVICES

06 ON-PREMISES MANAGED SERVICES

07 TAM PROGRAM

08 SUPPORT PROCESS

09 APPENDIX

RESOLUTION PROCEDURE

Appliance

In the case of hardware failure of an Appliance, Imperva shall commence the following procedure in order to address the request:

- Diagnose the problem and attempt to resolve the problem with an Authorized Customer Contact
- Upon conclusion of troubleshooting and determination that the failure is caused by a defective Appliance covered under these terms, Imperva will initiate the hardware exchange or repair ("return/exchange") of the defective Appliance and provide to customer a return material authorization number ("RMA number") and instructions on how to return the defective Appliance
- Customer must:
  - Return the defective Appliance to Imperva within ten (10) calendar days after issuance of the RMA number;
  - Display the RMA number on the outside of the shipping container;
  - Include the Appliance's original packaging and documentation; and
  - Ship the defective Appliance using freight collect.
- If customer receives a replacement Appliance from Imperva but does not return the defective Appliance, Imperva will invoice the customer and the customer will be required to pay for such Appliance.
- Imperva will ship a repaired or replaced Appliance to customer in accordance with the terms of the Support plan purchased by customer
- All inbound and outbound Appliance shipping charges for Appliances under this Section will be paid by Imperva. Imperva may provide a prepaid shipping label to facilitate the return of the Appliance

Software

Imperva shall commence the following procedure in order to correct an Error reported by customer in the current Version of the Software:

- Assign Imperva Support engineer to correct the Error
- Assign an Error severity level in consultation with the customer
- Initiate work to provide customer with a Workaround or resolution
- Provide customer with periodic reports on the status of the corrections, and
- Notify customer and Imperva management that such errors have been reported and the steps taken to correct such Errors in accordance with the escalation policy for the designated Error severity level

If Imperva believes that a problem reported by customer may not be due to an Error in the Software (or the Appliance, if applicable), Imperva will so notify customer. At that time, customer may:

- Instruct Imperva to proceed with problem determination at its expense as set forth in this Customer Support Guide, or
- Instruct Imperva that customer does not wish the problem pursued at its possible expense

imperva.com

01 INTRODUCTION

02 SUPPORT SERVICES

03 SEVERITY LEVELS & RESPONSE TIMES (SLA)

04 ANALYST SERVICES

05 CLOUD MANAGED SERVICES

06 ON-PREMISES MANAGED SERVICES

07 TAM PROGRAM

08 SUPPORT PROCESS

09 APPENDIX

If customer requests that Imperva proceed with problem determination at its possible expense, and Imperva determines that the Error was not due to an Error in the Software or Appliance, customer shall pay Imperva, at Imperva's then-current and standard consulting rates, for all work performed in connection with such determination, plus reasonable related expenses incurred therewith. However, customer shall not be liable for:

- Problem determination or repair to the extent problems are due to the Errors in the Software or Appliance
- Work performed under this paragraph in excess of its instructions; or
- Work performed after customer has notified Imperva that it no longer wants Imperva to work on the problem determination (such notice shall be deemed given when actually received by Imperva)
- If customer instructs Imperva that it does not wish the problem pursued at its expense or if such determination requires effort in excess of customer's instructions,
- Imperva may, at its sole discretion and without liability, elect not to investigate the Error

CASE ESCALATION BY THE CUSTOMER

The Imperva Technical Support Team is highly technical, structured and trained to ensure that our customers' support needs are met to their utmost satisfaction. If there are gaps within the normal support process or if the customer is not satisfied with the progress of the current support request/case or have other concerns then please use the Customer Escalation Process detailed here.

The Imperva Customer Escalation Process is also called "Imperva Global Resolution Management". It focuses on providing an escalation path for problem resolutions and a path to address customers' concerns quickly and efficiently. This is a function within Customer Support organization of Imperva, and focuses on any form of customer

dissatisfactions and helps customers to overcome them with a process-driven approach. For example, a customer may escalate a support case if the customer believes it has received a non-satisfactory solution or is dissatisfied with a given response or with the quality of service received. This section outlines details on this process with common questions and answers.

The Imperva Global Resolution Management team consists of resolution managers who are part of the support management team. Every escalation request is assigned to a Resolution Manager who will follow up with the customer in addressing the escalation from start to finish, and work with the customer closely until the closure of that escalation.

Resolution Managers will serve as a single point of contact to coordinate the communication between customers and other relevant teams within Imperva. Response times and length of time to resolve a case after an escalation can vary based on the nature and complexity of the case.

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

Steps to log an escalation:

- Log on to Imperva Customer Support Portal at https://www.imperva.com/login (if you do not have a portal account, please register here

- Go to list of open cases

- Open specific case for which you need escalation

- Click link under Case Escalation: Escalate this case

- Submit it along with reason for escalation

- Escalation request will be added to the Resolution Management Queue

- One of our Escalation Managers will be in touch with you by phone or email to discuss more on the case and follow up on next steps in getting the problem to a quicker resolution or addressing your concerns

- You will also receive an email with escalation details and case information.

- After the customer states that the problem is resolved or that escalation is no longer necessary, the escalation will be closed/deescalated by the Resolution Manager who is assigned for the escalation

Note: Please use this process only if there are gaps within the normal support processes or you are not satisfied with the progress of a current support request. If there is only a need for routine and normal follow up with an existing support request/case, please work with the support engineer assigned to the case or email support@imperva.com with the case number in the subject line. In addition to the escalation process described above, you can always call technical support hotline for urgent issues and to reach our team 24×7.

For common questions and answers on case escalation process, please refer to Appendix D - FAQ on Case Escalation/Imperva Global Resolution Management Process.

01 INTRODUCTION

02 SUPPORT SERVICES

03 SEVERITY LEVELS & RESPONSE TIMES (SLA)

04 ANALYST SERVICES

05 CLOUD MANAGED SERVICES

06 ON-PREMISES MANAGED SERVICES

07 TAM PROGRAM

08 SUPPORT PROCESS

09 APPENDIX

Appendix

Appendix A: support limits and exclusions

This section of the Customer Support Guide gives an overview of the limitations and exclusions to Imperva Support:

Communication

Imperva provides support in English only.

Product installation, migration, and upgrade product

Installation, migration, and upgrade are billable services, provided by Imperva Professional Services. Such services are not subject to the terms of the Customer Support Guide. The only exception is if migration of data to new storage device(s) or location(s) is required as part of an authorized RMA.

Upgrades, hotfixes and patches

Maintenance includes access to all new releases, hotfixes, and patches. The actual process of upgrading Software to a newer release or to implement hotfixes and patches is not covered by Support.

Implementation against Imperva recommendations

Following our sizing and partitioning recommendations is very important. Not following these recommendations can have a huge impact on stability and performance. If you run your SecureSphere installation in an environment that is against our sizing and partitioning recommendations, Imperva will automatically downgrade any open Support case by at least one severity level.

Support for 3rd party products

Imperva only provides support for Imperva products and associated components. For instance, Imperva does not support your computer's operating system. If you need help with 3rd party components you must contact the relevant supplier.

Product training or consulting

Imperva does not provide training or consultancy services via telephone support as part of the Imperva Support program, but Imperva does offer them as optional services at additional fees as part of the Professional Services program. Imperva can answer how-to questions and can talk to you about related topics to a limited extent. Please contact our Professional Services team for additional training and other consultancy requirements.

Workarounds

Imperva does not support techniques, processes or workarounds given to you by anyone other than an Imperva employee. Imperva can discuss these situations and if there is a problem, Imperva can help you to understand what the problem is, and where appropriate, refer you to our Professional Services team. However, Imperva cannot guarantee such techniques, processes, or workarounds will not produce further problems beyond the scope of the discussion. Imperva also cannot guarantee that any given workaround will work in a newer Version or release of Software.

Remote Access

If an issue cannot be analyzed and/or corrected via telephone or via e-mail, Imperva Support will require remote access to your system via WebEx or similar screen sharing app.

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

On-site support or assistance at the customer's premises

On-site support is discretionary and the need for it must be mutually agreed to in advance by both parties. On-site support will be provided on a time and materials basis based on then-current Imperva rates for Professional Services.

Preparation or delivery of any documentation other than the existing product documentation

Preparation or delivery of any documentation other than the existing product Documentation is not part of the Support, but such service may be provided on a time and materials basis based on Imperva prevailing rates for Professional Services.

Not covered by Support

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

- Improper installation of Software
- Damage or issues caused by misuse, physical abuse , or accidents
- Damage or issues caused by normal wear and tear, misuse, physical abuse, accidents, flood, fire, radiation or other hazard, in the case of Appliances
- 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

Imperva shall have no liability for any changes in customer's hardware, which may be necessary to use Software due to a Workaround or maintenance release.

Appendix B: Notification Strategy

Imperva has set up mechanisms to ensure that our customers are informed about:

- New releases
- New patches
- New agent releases
- ADC content updates

To receive such automatic updates, a customer only needs to click on the tab "My Subscriptions" in the Customer Support Portal and select the type of information the customer wants to receive notifications.

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

TYPES OF PATCHES

A patch is usually an updated file or set of files that include a code modification to fix a specific issue a customer has encountered. A patch doesn't require a full installation of Imperva; it is a type of fix that can be quickly applied.

When a patch is released, Imperva Engineering and Support classify each patch with one of the following categories:

Customer specific

Imperva is providing the customer with this specific patch and if needed assists with the installation;

Mandatory

This patch fixes an important product issue and our customers should install this patch as soon as possible; and

Critical

A patch may be considered critical in nature. Theis patch fixes a critical issue and each customer should install this patch as soon as possible. Imperva will send out an e-mail notification to each customer's Authorized Customer Contacts in Imperva's database, alerting them of the critical nature of this patch.

Appendix C: End of life policy

Imperva takes great care in helping customers deploy Imperva products as effectively and efficiently as possible. To assist our customers, Imperva has established an End- of-Life Policy for all Imperva Appliances and Software products. Only customers with Imperva products that are currently covered by a valid Support contract are entitled to the benefits set forth by this EOL Policy.

Imperva reserves the right to reduce or amend Support services offerings available for renewal under this EOL Policy at any time in its sole discretion, with or without notice. The terms and conditions of the Imperva Reseller Agreement, End User License Agreement, Master License and Services Agreement, as applicable, shall apply to this EOL Policy and, in the event of any conflicting terms the applicable written agreement will govern.

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

Appendix C-1: SecureSphere software (prior to version 12.0)

Please note that Imperva SecureSphere versions prior to V12 are now EOS (End of Support) and are no longer available for deployment or any support related assistance.

Actual EOL and EOS dates for specific Versions of Software can be accessed here.

Appendix C-2: SecureSphere software release cadence (version 12.x and 13.x)

Starting with SecureSphere Version 12.0, Imperva provides two different software release types within the release cycle: Feature Pack and Long-Term Support (LTS) Release.

- **Feature Pack:** Also known as the currently active release, is a delivery vehicle that includes new features and is represented by the most recent GA (generally available) release. A version remains a Feature Pack for approximately 12 months, until the next Generally Available release comes out, at which point it moves to become a Maintenance Release in Long-Term Support

- **Long Term Support:** The Long-Term Support (LTS) release will be designated after a new GA version is released. LTS releases will only have bug fixes. LTS releases will be supported for three years.

V12.5 and 12.6 have been designated as LTS releases for V12.0, Bug patches will be provided as required.

LTS releases will continue to receive ADC content updates for security vulnerabilities will be made available. Threat Radar subscriptions and updates will also be marinated through the life of the LTS release..

For more information on Imperva's Support Lifecycle Policy, see our Technical Support website.

Disclaimer: The availability of any Feature Packs, and any associated release timelines are estimates only, and Imperva reserves the right to change the availability, frequency and duration of Feature Packs at any time in its sole discretion with or without notice.

01 INTRODUCTION

02 SUPPORT SERVICES

03 SEVERITY LEVELS & RESPONSE TIMES (SLA)

04 ANALYST SERVICES

05 CLOUD MANAGED SERVICES

06 ON-PREMISES MANAGED SERVICES

07 TAM PROGRAM

08 SUPPORT PROCESS

09 APPENDIX

FREQUENTLY ASKED QUESTIONS

Why will Imperva introduce the Feature Pack releases for SecureSphere?

Some customers do not want to wait for a major Version release to receive new functionality. Other customers have strict policies requiring that any update which includes new functionality follow strict acceptance processes before installation. By providing both LTS Releases and Feature Packs, Imperva can support both customer requirements. Customers that do not want new features can update to the TS release and receive bug fixes. Customers that want new functionality can continue to stay on the main GA releases.

Are Features Packs less stable than LTS Releases?

Feature Packs and LTS releases are subjected to the same level of QA and testing. Since Feature Packs will contain new and/or updated features, those releases have the potential of being impacted by these feature updates.

Do Feature packs receive the same bug fixes as the LTS release?

Feature Packs receive the same bug fixes as the corresponding LTS Releases.

Will the Feature Pack scheme be applied to agent versions as well?

While the DB agents may have a slightly different cadence then the Feature Pack release schedule, the agents will support any new features that are applicable to the agent functionality.

If a customer deploys a Feature Pack, can it at a later date move to the LTS Release?

Yes, Feature Pack release will transition to an LTS release when the Feature Pack enters End of LIfe (EOL).Customers can update from an LTS release to the current Feature Pack Release at any time.

Should a customer apply a Feature Pack if it doesn't want/need the new capability in that Feature Pack?

Customers are encouraged to be at the latest release to ensure continued stability. Imperva does support updates from older Feature Pack releases to the latest without the need to do incremental updates.

Who is entitled to SecureSphere Feature Packs?

Feature Packs may contain new capabilities that Imperva may or may not license separately. New features that Imperva will not license separately are available only to SecureSphere customers with a valid Support agreement. If a Feature Pack is used as the release vehicle for a new offering that Imperva will license separately, then customers will need to purchase a license for this offering using standard Imperva purchasing processes.

How does a customer obtain Feature Packs and LTS Releases?

Upon their release, both Feature Packs and LTS Releases will be available for download from the Imperva FTP/SFTP site.

How frequently will Feature Packs be released?

There is no fixed schedule or guarantee of release, however Imperva intends to release Feature Packs on a quarterly basis.

How will customers be alerted to new Feature Packs and LTS Releases?

Imperva will continue with its current approach of emailing customers upon new releases of LTS and Feature Packs Releases.

Will Imperva still release Feature Packs for a given Version after a new major Version has been released?

Once Imperva releases a subsequent major Version, the previous version will enter into LTS and only receive bug fixes.

How long will a customer get support for a Feature Pack release?

A Feature Pack release is supported as long as the major Version is not declared EOL/ EOS. Customers with with a valid Support agreement can continue receive Support from Imperva until the major Version is declared EOL/EOS.

01 INTRODUCTION

02 SUPPORT SERVICES

03 SEVERITY LEVELS & RESPONSE TIMES (SLA)

04 ANALYST SERVICES

05 CLOUD MANAGED SERVICES

06 ON-PREMISES MANAGED SERVICES

07 TAM PROGRAM

08 SUPPORT PROCESS

09 APPENDIX

Appendix C-3: SecureSphere software version 12.x and 13.x

For Imperva's SecureSphere Software (Versions 12.0 and 13.x), Imperva has updated its Software EOL Policy to provide longer Support timeframes. Effective with Version 12.0 of SecureSphere Software (except for its SecureSphere EX Events Platform, which is addressed below), Imperva will make Support available for a period of four (4) years from the date of the first software release of each generally available Version. The last day of this period is referred to as the End of Life – EOL date, and, upon expiration of this four year period, Long Term Support will be available for an additional, two year period. The last day of this period is referred to as the End of Support – EOS date. During the Long Term Support period only Long Term Support (LTS) releases will be supported.

As of the EOL Date support will no longer be available for non-LTS releases. As of the EOS Date Long Term Support will no longer be available. Imperva will provide applicable EOL/EOS dates with the generally available release of each major Version of the SecureSphere Software, and will send reminder announcements worldwide regarding EOL/EOS dates for each SecureSphere Software Version.

EOL and EOS dates are calculated from the first day that version is made Generally Available (GA)..

For SecureSphere release cadence from Version 12.0 and later, please refer to Appendix C-2.

SECURESPHERE SOFTWARE EOL TIMELINE (VERSION 12.0 AND LATER)	
MILESTONE	**DESCRIPTION**
General availability date	Date of the first software release for a major Software Version.
End-of-life date	The last date Support will be offered for non-LTS releases. The EOL date for a particular SecureSphere Version occurs 48 months after the generally available release date. The EOL date will be announced upon Version release, and another notification of impending EOL will be sent as a reminder. Customers that do not update to a LTS (Long Term Support) release on this date must upgrade to a more current, supported version in order to receive support.
End-of-support date	The last date Long Term Support will be offered. The EOS date for a particular SecureSphere Version occurs 72 months after the generally available release date, and 24 months after the applicable EOL date. The EOS date will be announced when the version is released, and another notification of impending EOS will be sent prior to EOS date. Customers should upgrade to a supported Version by the applicable EOS date.

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

LONG TERM SUPPORT

This table compares Support offered from the release date to the EOL date,
to Long Term Support which starts on the announced EOL date:

SUPPORT ENTITLEMENT	SUPPORT	LONG TERM SUPPORT
Non-LTS version support	**Available** (all releases of major version)	**Not Available** Support is only offered for the latest LTS releases for that version
Technical support: Configuration and installation of Appliance via email and telephone	**Available**	**Available** Only for latest LTS release
Knowledge base: Product-specific information that is available by logging into the Imperva Customer Support Portal	**Available**	**Available**
Security content updates: Access to Imperva Defense Center attack signature updates and Imperva ThreatCloud intelligence feed e.g. ADC Content updates and ThreatRadar	**Available**	**Available** Only for latest LTS release
Critical security patches and updates: Critical platform-specific patches that present security threats to the Imperva platform	**Available**	**Available** Imperva will assess the impact of any Critical Security Patch and/or Update and determine if it is required for that LTS release
Non-security updates: Software support, bug-fixes, upgrades, hotfixes, and patches.	**Available**	**Not Available** No Planned bug fixes. Imperva will provide a viable work around if possible. Customers will need to upgrade to the latest, supported version for bug fixes and patches

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09

APPENDIX

Appendix C-4: Imperva software version 14.x

Starting with V14 the release cadence will differ from previous Imperva releases. New major version releases will only be introduced when the situation dictates this is the appropriate action to take. New major version releases will no longer be introduced on an annual basis but rather based on requirements. For example a kernel change or a significant core code update may dictate a new version release to ensure code stability.

The advantages to this approach include:

- Maintaining major versions for a longer period of time will ensure more stability and predictability with the software.
- Planning, testing, and implementing will be straight forward

Terminology

Major version is the first number in the release format

- In this example V14.2.0.10, V14 is the major version

Minor Version is denoted by the second digit in the release format

- In this example V14.2.0.10 - 2 is the minor version

Patch release is denoted by the last digits in the release format

- In this example V14.2.0.20 - 20 is the minor version

V14 release cadence main points

- Three releases per year will be the target
- A new minor version will have new features, as well as bug fixes
- A new patch release for any minor version release will be a bug fix only release
    - The patch identifier is found in the fourth position in the version format
    - For example 14.2.0.xx ⇐ xx is the patch identifier
    - If this identifier reflects a higher value then the initial patch release then that release will contain bug fixes only
- Within the V14 release cycle certain releases will be designated as LTS (Long Term Support) releases
    - This means it will be possible to standardize deployments on a specific release that meets the requirements of that deployment
- Within the V14 release cycle there will be EOL and EOS milestones for each release
    - This will be detailed further in this section

imperva.com

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

ON PREMISES SOFTWARE EOL TIMELINE VERSION 14.x	
MILESTONE	**DESCRIPTION**
General availability date	Date of the first software release for a major Software Version.
End-of-life date	The last date Support will be offered. The EOL date will be applied to each release within the V14 release cycle. Each minor version release will be fully supported for a minimum of one year, after which time it will enter a one year EOL period. After one year the release will be considered EOS. The release image will be withdrawn when the EOL period begins and will no longer be available for deployment. It is important to read the Long Term Support notes to fully understand the options available.
End-of-support date	The last date any form of support will be offered. The EOS date will be one year after the EOL start date. It is important to read the Long Term Support notes to fully understand the options available.

Long term support cadence

Long Term Support (LTS) is a designation that will be assigned to certain minor versions during the lifecycle of V14.

LTS releases allow Imperva customers to standardize on a release that provides the features needed and provides the highest level of stability. LTS releases will be supported for three years following the initial date the release was classified as LTS.

Facts concerning LTS releases:

- An LTS release will evolve from a Feature release. This designation will be made by Imperva and will be communicated at least one year prior to the release going LTS.
- LTS releases will include bug fix patches. New features will not be added to an LTS release.
- Bug fixes will be applied and released to the latest LTS patch release.
- LTS patches will be released as needed. LTS releases are designed to be very stable, so there may not be a need for a regular patch cadence.
- LTS releases will be supported for a minimum of three years.
- An EOS announcement will be provided a minimum two years prior to the LTS release becoming EOS, at which time the release will no longer be supported.
- During the lifecycle of V14 there will be multiple LTS release tracks and one main track. This would allow a customer to update from one LTS release to another LTS release and ensure a high level of stability

01 INTRODUCTION

02 SUPPORT SERVICES

03 SEVERITY LEVELS & RESPONSE TIMES (SLA)

04 ANALYST SERVICES

05 CLOUD MANAGED SERVICES

06 ON-PREMISES MANAGED SERVICES

07 TAM PROGRAM

08 SUPPORT PROCESS

09 APPENDIX

LONG TERM SUPPORT ENTITLEMENT

SUPPORT ENTITLEMENT	LONG TERM SUPPORT
Designated LTS Release	Customer must be running an LTS release of the software
Technical support: Configuration and installation of Appliance via email and telephone	**Available**
Knowledge base: Product-specific information that is available by logging into the Imperva Customer Support Portal	**Available**
Security content updates: Access to Imperva Defense Center attack signature updates and Imperva ThreatCloud intelligence feed. This includes ADC, Threat Radar, and other Imperva cloud feeds	**Available**
Critical security patches and updates: Critical platform-specific patches that present security threats to the Imperva platform	**Available** Imperva will assess the impact of any Critical Security Patch and/or Update and determine if it is required for that LTS release
Non-security updates: Software support, bug-fixes, upgrades, hotfixes, and patches.	**Not Available** No Planned bug fixes

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

Appendix C-5: CounterBreach software

Imperva is committed to providing support for the CounterBreach Software product for twelve (12) months from the date the first subsequent version is released. Imperva will issue an EOS notification for the EOS Software Version at approximately the time of release of the first subsequent Version.

Each supported version of the CounterBreach Software will remain compatible with any then-supported versions of the corresponding SecureSphere Database Activity Monitor or SecureSphere File Activity Monitor.

SOFTWARE EOL TIMELINE - COUNTERBREACH SOFTWARE	
MILESTONE	**DESCRIPTION**
General availability date	Date the Version is released.
First subsequent Version general availability date.	Date first subsequent Version is released.
End-of-life date	Date Imperva announces the End-of-Life date, which is the last day a Version will be offered for sale. Imperva typically announces the End-of-Life date at the same time or soon after the first subsequent version is released.
End-of-support date	For CounterBreach Software, the End-of-Support date will be be 12 months after the End-of-Life date.

imperva.com

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

Appendix C-6: Appliances

End-of-life policy for appliances

Imperva hardware appliance models reach their end of product life due to market requirements, technological innovations or replacement by products with new, more advanced technology. To ensure a smooth migration to new Imperva hardware platforms, Imperva will continue to support hardware sixty (60) months after the End of Sale date in the Appliance End of Life announcement communicated to customers.

Accordingly, the EOL policy for Appliances is as follows:

- Imperva will issue an End-of-Life notification 90 days prior to End of Sale date.
- Imperva will continue to support Appliances for sixty (60) months after the End of Sale Date.
- During that sixty (60) month period, repair services or replacement parts will be available for all Appliances under valid Support contracts.
- During that sixty (60) month period, all standard technical support services, including access to the Imperva Customer Support Portal, and to phone and email support, will be available to customers with valid Support contracts.

Appendix C-7: End of support policy for third-party products

Imperva products are designed for use with multiple databases, operating systems and other third-party products, up to their respective end-of-support dates as identified by the applicable third-party vendor.

Following the end-of-support date for a compatible third-party product, all versions of Imperva SecureSphere software then generally available and supported by Imperva will be designed to continue to operate with the unsupported third-party product. However, Imperva will not provide any error corrections, bug fixes, agent upgrades/updates or new feature development for its software in order to facilitate operation with a third-party product, once that third-party product has reached its end-of-support date (as provided by the third-party vendor).

Please contact your vendor representative to confirm the end-of-support dates for that vendor's respective third-party products.

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS & RESPONSE TIMES (SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED SERVICES

06
ON-PREMISES MANAGED SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

Appendix D: FAQ on case escalation/Imperva global resolution management process

When and how does a customer file an escalation request on an open support issue?

You can file an escalation request on any open support case/request through the Imperva Customer Support Portal for any concerns regarding the support service you have received. For example, a customer may escalate a support case if the customer believes it has received a non-satisfactory solution or is dissatisfied with a given response or with the quality of service received. Note: Please use this process only if there are gaps within the normal support processes or you are not satisfied with the progress of a current support request. If there is only a need for routine and normal follow up with an existing support request/case, please work with the support engineer assigned for the case or email support@imperva.com with case number in subject. Always call technical support hotline for urgent issues and situations to reach our team 24×7.

Steps to log an escalation:

- Log on to Imperva Customer Support Portal (if you do not have a portal account, please register here)
- Go to list of open cases and open specific case for which you need escalation
- Click link under Case Escalation: Escalate this case
- Submit it along with reason for escalation
- Escalation request will be added to Resolution Management Queue

- One of our Resolution/Escalation Managers will be in touch with you by phone or email to discuss more on the case and follow up on next steps in getting the problem to a quicker resolution or addressing your concerns.
- You will also receive a copy of email with escalation details and case information.
- After the customer states the problem is resolved or the situation no longer requires escalation, the escalation will be closed/deescalated by the Resolution Manager who is assigned for the escalation.

What data does one need to have to file an escalation request?

There is no prior technical data needed except the case number and reason why the request is being made. However, once a Resolution Manager is assigned or involved, the customer might be required to provide required data (technical or logistical) to help us resolve the case. Since all escalation requests need to be filed from the Imperva Customer Support Portal anyway, one needs to navigate to correct case number on the portal to escalate a case by clicking "Escalate this case" web link within the Customer Support Portal.

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

What happens after an escalation request is filed?

Every escalated case sent to the Imperva Global Resolution Management team goes through a well-defined process. A summary of workflow following receipt of a request for Resolution Manager (RM) involvement is as follows:

- RM is assigned from manager pool
    - Duty/Shift Manager
    - Technical Support Managers
    - Customer Advocacy Managers
    - Support Management Team
- Assigned RM publishes agreed communication and action plan to the customer.
- RM works through problem resolution with help of customer, TSEs (Technical Support Engineer) and other internal Imperva teams.
- RM request is closed with an acknowledgement from the customer that the escalation is closed to their utmost satisfaction. Please note that an escalation request can be closed or de-escalated independent of the status of the case/ticket itself.
- Root cause analysis of why escalation occurred is captured and recorded for further actions.

What are the ways to escalate or contact the Resolution Management Team?

At this time, the only way to engage the Resolution Management Team to handle your escalation is by logging on to Imperva Customer Support Portal and using "Escalate this case" option from an active open case.

Can a customer file multiple escalations at once?

No. Escalations should be infrequent and need to relate to an open case. Generally speaking, customer should only escalate when concerns are specific or relevant to a specific open support case/ticket, it could be with the technical issue, person handling the ticket, process, etc. If you have concerns on more than one support case, please log on to Imperva Customer Support Portal and navigate to each of the case and escalate it one by one by providing a reason for escalation for each open case.

Can customers track escalation progress?

You can only track if the escalation request is active or closed on Imperva Customer Support Portal by going to "My Open Cases" option under "Cases" tab on your home page. However, we do not have online tracking of entire life cycle of an escalation available at this time. But, as part of the process, all customers will receive phone and email correspondence from assigned Resolution Manager with detailed steps, action plan and other relevant information to track and follow up on an existing escalation request.

All escalations filed through Imperva Customer Support Portal are closed with a confirmation email on the closure and an acknowledgement from the customer contact or case owner.

What is the frequency of updates on an already filed escalation request?

Frequency will depend upon the issue and agreed communication plan between the RM and customer. Generally, there will be daily updates to the problem to the customer and relevant parties involved. The RM will manage and decide which internal and external contacts are to be included on such communications.

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

Can the RM engage other teams if required on an existing escalation request?

If there is a need to have other teams like Product Management, Executive Team, Account Management Team, etc. be engaged to resolve a particular case, the Resolution Manager will steer the discussions through them as needed at appropriate stages of the case life cycle.

What can one do if there is insufficient progress with an escalation request?

This situation should be rare. Please inform the assigned RM that the case is not progressing at
a satisfactory pace. The RM will involve others from the Imperva support management team to bring higher attention to the problem. Also, the process is closely supervised by the Director of Resolution Management and VP of Customer Success at Imperva.

How do I remove or de-escalate an existing escalation request?

The relevant RM will proactively follow up on closure of escalations being handled. Please respond or let your RM know that you no longer require involvement of a Resolution Manager on a case, and he/she will de-escalate it to close out the request. You can always open another one on another issue/case as needed.

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

Appendix E: Definitions

"Advance Hardware Replacement" means the exchange of the defective Appliance with a replacement Appliance prior to Imperva having received the defective Appliance, but only after Imperva has issued the RMA number to the customer. Replacement Appliance will ship from Imperva within one (1) business day of mutual determination by Imperva and customer that an Advance exchange is appropriate. Shipment will be via air freight, priority service to customer or its designee unless customer requests other service.

"Appliance" means the physical Imperva hardware and its physical components on which the Software operates.

"Authorized Customer Contact" means an individual employed or retained by the customer who has been specifically designated as an authorized representative of customer for technical support requests.

"Customer Support Portal" means the Imperva web portal at www.imperva. com/login, through which a customer can login, access written technical support materials, open a technical support case, track and communicate with Imperva Resolution Manager regarding the progress of an open case.

"Documentation" means Imperva's standard technical specifications that accompany and describe the installation, use and operation of an Imperva product.

"End-of-Life" or **"EOL"** is a process that consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.

"End-of-Support" or **"EOS"** is the last date support will be offered and represents the final milestone in a product's lifecycle. Support contracts expire upon reaching product EOS.

"Error" means an error in the Software which significantly degrades such Software as compared to the applicable Documentation.

"FRU" or **"Field Replaceable Unit"** means any hardware component of an Imperva hardware appliance that can be upgraded or replaced in the field without having to send it back to the factory for replacing, upgrading or changing (in case of failure). Depending on the appliance mode, it may be a Hard Disk (HDD), Power Supply (PS) or a Network Interface Card (NIC).

"Hardware-Only Appliance Refresh Eligibility" allows appliances that have reached end-of-support to be refreshed by a) purchasing a new appliance at Imperva appliance spare pricing, and b) transferring the software entitlement of the original appliance to the new spare. Hardware-only Appliance Refresh Eligibility is available for any appliance supported with a Premium, Select, or Select+ maintenance agreement.

imperva.com

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

"Health Check" is an Imperva assessment of a customer's place within the Imperva Security Maturity Model.

"Last Order Date (LOD)" is the last date to order a particular Imperva product from Imperva or through an Imperva affiliates or partner.

"Maintenance" means the delivery of Upgrades and Updates.

"New Module" means a self-contained grouping of functionality that represents new and material functionality not previously contained within the current Version of the Software and which is being commercially offered by Imperva as an option that customers may purchase for an additional fee.

"Non-FRU Components" means a hardware component or part of an Imperva hardware appliance that needs to be upgraded or changed and cannot be done so by the customer or in the field. The Imperva appliances must be shipped to the factory to have these components replaced or added.

"Professional Services" means the installation, configuration, and training services provided by Imperva to customer on a time and material basis. Professional Services are beyond the scope of this Customer Support Guide and not included under Support.

"Resolution Manager" means an Imperva employee that is assigned to manage a customer's case and request for technical support.

"Severity 1 – Critical" means 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.

"Severity 2 – High" means a major technical issue resulting in severe performance problems in the Appliance and/or Software having a severe impact on customer's business operations. No Workaround is available.

"Severity 3 – Medium" means a non-critical component is malfunctioning, causing moderate impact on customer's business operations. For example: a Workaround (i) forces a user and/or system administrator to use a time consuming procedure to operate the system or (ii) removes a non-essential feature.

"Severity 4 – Low" means a minor technical issue where the customer can use the Appliance and/or Software with only slight inconvenience.

"Software" means Imperva software and the software applications that run on Imperva Appliances.

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

"Standard Hardware Replacement" means the exchange of the defective Appliance with a replacement Appliance after Imperva receives the defective Appliance from the customer. Repaired Appliance will ship from Imperva within ten (10) business days of Imperva's receipt of the defective Appliance. Shipment will be via air freight to customer or to its designee unless customer requests other service.

"Standard Support Hours" means 8 AM to 6 PM local time at the location of the server, during standard business days except local holidays. (Example: Mon ~ Fri in Europe and the Americas, Sun ~ Thu in certain Middle Eastern countries).

"Support" means remote (phone, e-mail, web-based) support and Maintenance for commercially generally released products of Imperva. It includes responding to customer calls relating to Errors, by providing corrections to product bugs and defects.

"Updates" means releases of the applicable Software containing functional enhancements, extensions or error corrections that are made generally commercially available to customers of such Software.

"Upgrades" means major revisions to the applicable Software, excluding New Modules, which add new and material functionality or capabilities, including without limitation new Versions, that are made generally commercially available to customers of such Software.

"Version" means a version of the applicable Software made generally commercially available to customers, as designated by the first two numbers separated by a decimal point. For example, for releases designated 4.3.2.1 and 4.3.4, the version in each case shall be Version 4.3.

"Workaround" means a change in the procedures followed or data supplied by customer to avoid an Error without substantially impairing customer's use of the Software.

imperva.com

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

Appendix F: Imperva support program product eligibility

IMPERVA PRODUCT		SUPPORT PROGRAM ELIGIBILITY				
		STANDARD	ENHANCED	PREMIUM	SELECT	SELECT+
Production Hardware Appliances	SecureSphere WAF	No	Yes	Yes	Yes	Yes
	SecureSphere DAS	No	Yes	Yes	Yes	Yes
	SecureSphere DAM	No	Yes	Yes	Yes	Yes
	SecureSphere DBF	No	Yes	Yes	Yes	Yes
	Imperva Appliances for FlexProtect	No	Yes	Yes	Yes	Yes
	SecureSphere File Security	No	Yes	Yes	Yes	Yes
	SecureSphere Managament (MX and SOM)	No	Yes	Yes	Yes	Yes

imperva.com

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

IMPERVA PRODUCT		SUPPORT PROGRAM ELIGIBILITY				
		STANDARD	ENHANCED	PREMIUM	SELECT	SELECT+
Passive Hardware Appliances	SecureSphere WAF	Yes	Yes	Yes	Yes	Yes
	SecureSphere DAS	Yes	Yes	Yes	Yes	Yes
	SecureSphere DAM	Yes	Yes	Yes	Yes	Yes
	SecureSphere DBF	Yes	Yes	Yes	Yes	Yes
	Imperva Appliances for FlexProtect	Yes	Yes	Yes	Yes	Yes
	Secure Sphere Managament (MX and SOM)	Yes	Yes	Yes	Yes	Yes

imperva.com

01
INTRODUCTION

02
SUPPORT SERVICES

03
SEVERITY LEVELS
& RESPONSE TIMES
(SLA)

04
ANALYST SERVICES

05
CLOUD MANAGED
SERVICES

06
ON-PREMISES
MANAGED
SERVICES

07
TAM PROGRAM

08
SUPPORT PROCESS

09
APPENDIX

IMPERVA PRODUCT		SUPPORT PROGRAM ELIGIBILITY				
		STANDARD	ENHANCED	PREMIUM	SELECT	SELECT+
Software module add-ons for Passive Applicances (Must match support level of appliance)	SecureSphere WAF	Yes	Yes	Yes	Yes	Yes
	SecureSphere DAS	Yes	Yes	Yes	Yes	Yes
	SecureSphere DAM	Yes	Yes	Yes	Yes	Yes
	SecureSphere DBF	Yes	Yes	Yes	Yes	Yes
	Imperva Appliances for FlexProtect	Yes	Yes	Yes	Yes	Yes
	SecureSphere File Security	Yes	Yes	Yes	Yes	Yes

imperva.com

01 INTRODUCTION

02 SUPPORT SERVICES

03 SEVERITY LEVELS & RESPONSE TIMES (SLA)

04 ANALYST SERVICES

05 CLOUD MANAGED SERVICES

06 ON-PREMISES MANAGED SERVICES

07 TAM PROGRAM

08 SUPPORT PROCESS

09 APPENDIX

IMPERVA PRODUCT		SUPPORT PROGRAM ELIGIBILITY				
		STANDARD	ENHANCED	PREMIUM	SELECT	SELECT+
Standalone Software Products	SecureSphere WAF Virtual Appliances	No	No	No	Yes	Yes
	SecureSphere DAS/DAM/DBF Virtual Appliances	No	No	No	Yes	Yes
	FlexProtect for Databases	No	No	No	Yes	Yes
	DBF Bundle	No	No	No	Yes	Yes
	Imperva Camouflage	No	No	No	Yes	Yes
	Imperva CounterBreach	No	No	No	Yes	Yes
	FlexProtect for Files	No	No	No	Yes	Yes
	SecureSphere FIle Security	No	No	No	Yes	Yes
	SecureSphere Management Virtual Appliances	No	No	No	Yes	Yes
	SecureSphere DAM for Z/OS	No	No	No	Yes	Yes
Appliance Expansion Cards (Must match support level of appliance)		Yes	Yes	Yes		

imperva.com

Imperva is an analyst-recognized, **cybersecurity leader** championing the fight to **secure data and applications** wherever they reside.

imperva.com

+1.866.926.4678