



VERSION 25

# Imperva Customer Support Guide

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# 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.

## 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.

### HOW TO CONTACT IMPERVA TECHNICAL SUPPORT

Via the web:

<https://www.imperva.com/login>

Via e-mail:

[support@imperva.com](mailto: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)

	STANDARD SUPPORT	ENHANCED SUPPORT	PREMIUM SUPPORT	SELECT SUPPORT	SELECT+SUPPORT*
<b>Products Eligible**</b>	Non-production hardware appliances	All hardware appliances	All hardware appliances	All perpetual Imperva Products	All perpetual Imperva products
<b>Service Hours</b>	8am to 6pm local time on work days	24x7x365	24x7x365	24x7x365	24x7x365
<b>Customer Support Portal Access (Knowledge base, Incident tracking)</b>	Yes	Yes	Yes	Yes	Yes
<b>E-mail Support</b>	Yes	Yes	Yes	Yes	Yes
<b>Phone Support</b>	Yes	Yes	Yes	Yes	Yes
<b># of Authorized Customer Contacts</b>	4	Unlimited	Unlimited	Unlimited	Unlimited
<b>Hardware Replacement</b>	Standard	Standard	Advanced	Advanced	Advanced
<b>Hardware-only Appliance Refresh Eligibility</b>	-	-	Yes	Yes	Yes
<b>Health Checks</b>	-	-	-	2	2
<b>Priority Call Routing</b>	-	-	-	Yes	Yes
<b>Onsite Visits</b>	-	-	-	-	Twice a year (T&E***)
<b>Designated Single Point of Contact</b>	-	-	-	-	Yes
<b>Monthly Reporting</b>	-	-	-	-	Yes
<b>Quarterly Business Review</b>	-	-	-	-	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.

## 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.

## 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.

## 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 24x7 basis, provided that the customer has a current 24x7 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](mailto: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.

# DSE program

## SUMMARY

The Designated Support Engineer (DSE) service is an optional program, available on an annual subscription basis for an additional fee, to those customers who purchase Enhanced or higher Support. A customer who subscribes to DSE service will be assigned a named primary and, as required, secondary Imperva engineer for the term of the Support contract. This engineer will deliver a combination of remote services, support, and technical account management functions. Over the course of the Support services term, the engineer will become familiar with the customer's environments and procedures, and the configuration of the Imperva product(s) installed.

## FEATURES AND BENEFITS

### Personalized point of contact

A customer who subscribes to DSE service has direct access to an experienced, designated engineer who understands the customer's IT environment and the Imperva SecureSphere deployment.

### Weekly updates

The engineer participates in weekly conference calls and provides ongoing status reports that summarize outstanding issues and task(s) to be assigned, in-progress, or completed.

### 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.

### Quarterly health checks and reviews

Customers of the DSE service will receive quarterly reviews that outline the status of product deployment, configuration questions, requests for enhancements, and upcoming projects.

### Onsite services

During the Support term, approximately once every six (6) months, a DSE will visit the customer onsite, assess such customer's deployment needs and evaluate the efficiency of the installed SecureSphere solution.

## DSE CUSTOMER'S RESPONSIBILITIES

The following are the requirements our customer must meet prior to engaging the DSE service:

- Designate a single primary point of contact for the DSE service. The point of contact is the only approved person to assign tasks to the DSE.
- Provide appropriate remote access to systems and facilities for the DSE to complete assigned tasks. This includes remote network connectivity to the machines with Imperva Software, terminal access, system access including remote access login capabilities and access to authorized datasets, as may be required to complete work tasks.
- Provide a documented work plan (reviewed weekly) of assigned task(s) to be completed by the DSE. The tasks assigned to the DSE should be scoped appropriately in order for the task to be completed in a reasonable timeframe based on the weekly cap on hours.

## ASSUMPTIONS, LIMITATIONS AND EXCLUSIONS

- Scheduled meetings, conference calls or direct interaction with the DSE shall be during the standard work hours at the location where DSE is located.
- Effort for a task assigned to DSE should not exceed the allotted time for that particular task over a two (2) week period, allowing time for the preparation and conducting of the weekly update call.
- All DSE functions will have a weekly allotted time of up to fifteen (15) hours per week.
- In the event a DSE customer requires more than the maximum allotted time in a weekly period, a DSE customer must provide a written request one week in advance from an authorized approver of customer (email is acceptable). If required by customer's internal processes, customer may issue a purchase order for the additional costs after customer and Imperva have mutually agreed to and signed a change order documenting the additional time and additional costs, not to exceed a total of forty (40) hours a week.
- Unless otherwise agreed to by the parties in advance, unused DSE hours from one (1) week shall not carry over to the next week.
- The DSE service is a supplement to and not a replacement for Support. Customer will be responsible for maintaining Enhanced or higher Support for the duration of the DSE service. In the event Enhanced or higher Support lapses, entitlement to the DSE service is waived and customer will not be entitled to a refund for the remainder of the DSE service term.
- Each onsite visit by a DSE shall not last more than five (5) consecutive business days. The allotted time cap does not apply during DSE's onsite visit.
- Each customer is entitled to a maximum of two (2) DSE onsite visits in a rolling twelve (12) month period, with one (1) trip to occur every six (6) months.
- With respect to the onsite visit DSE will make onsite trip to only one (1) location of customer's choice and will work remotely from there to other locations.
- The travel and expenses for the DSE's onsite visit will be billed to the customer.
- Imperva will assign a primary DSE and a secondary DSE in the event the primary DSE is unavailable due to personal time off or other conditions that may require a replacement DSE.

## 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 SecureSphere and Incapsula 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, secondary Imperva engineer for the term of the engagement.



## 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 SecureSphere and Incapsula products deployed.

### Weekly updates

The engineer participates in weekly conference calls and provides 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 Incapsula solutions deployed or in use.

## TAM CUSTOMER'S RESPONSIBILITIES

The following are the requirements our customer must meet prior to engaging a TAM:

- Designate a single, primary point of contact for the TAM.
- The point of contact is the TAM's only approved contact within the customer's organization, and this contact will be responsible for organizing all required information and arranging access to SMEs and departments within the customer's organization.
- This includes network and application specialists who are able and eligible to perform DNS and Network / Infrastructure changes including Firewall, IPS/IDS and other networking components, and are able to provide required information about the application functionality, traffic nature, and application requirements.
- Provide appropriate remote access to systems and facilities for the TAM to complete assigned tasks. This includes remote network connectivity to the machines with Imperva Software, terminal access, system access including remote access login capabilities and access to authorized datasets, as may be required to complete work tasks.
- The primary point of contact is also authorized to test the customer's application upon the DNS record change. Any tasks assigned to the TAM should be scoped appropriately in order for those tasks to be completed in a reasonable timeframe based on the weekly cap on hours. The allotted time cap does not apply during DSE's onsite visit.

## ASSUMPTIONS, LIMITATIONS AND EXCLUSIONS

- Scheduled meetings, conference calls or direct interaction with the TAM shall be conducted during the TAM's standard work hours at the location in which they are situated.
- Effort for a task assigned to TAM should not exceed the allotted time for that particular task over a two (2) week period, allowing time for the preparation and conducting of the weekly update call.
- Delivery of this Service will not exceed a total of hours of effort delivered per week over a 52 week period as outlined in the Service Description for the level of TAM offering purchased.
- In the event a TAM customer requires more than the maximum allotted time in a weekly period, a TAM customer must provide a written request one week in advance from an authorized approver of customer (email is acceptable). If required by customer's internal processes, customer may issue a purchase order for the additional costs after customer and Imperva have mutually agreed to and signed a change order documenting the additional time and additional costs, not to exceed a total of forty (40) hours a week.
- Unless otherwise agreed to by the parties in advance, unused TAM hours from one (1) week shall not carry over to the next week.
- The TAM service is a supplement to and not a replacement for Support. Customer will be responsible for maintaining Enhanced or higher Support for the duration of the TAM service. In the event Enhanced or higher Support lapses, entitlement to the TAM service is waived and customer will not be entitled to a refund for the remainder of the TAM service term.
- Each onsite visit by a TAM shall not last more than five (5) consecutive business days. The allotted time cap does not apply during TAM's onsite visit.
- Each customer is entitled to a maximum of two (2) TAM onsite during the engagement term (12 months), with one (1) trip to occur every six (6) months.
- With respect to the onsite visits, the TAM will perform an onsite trip to only one (1) location of customer's choice and will work remotely from there to other locations as required.
- The travel and expenses for the TAM's onsite visit will be billed to the customer.
- Imperva will assign a primary TAM and a secondary TAM in the event the primary is unavailable due to personal time off or other conditions that may require a replacement TAM.

## 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](mailto: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.

## 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.

## 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 reproducible 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.

### 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.

## 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

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.

### 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: <https://www.imperva.com/>)

[login/CustomerRegister](#))

- 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](mailto: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 24x7.

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

## Appendix A: Support Limitations 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.

### 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.

### 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. This 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.

Disclaimer: Imperva may continue offering Support services beyond the standard EOL period and reserves the right to charge additional fees for continuing Support services on any EOL products. 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.

Actual EOL and EOS dates for specific Versions of Software can be accessed at <https://www.imperva.com/Services/TechnicalSupport>.

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

Imperva is committed to providing Support for SecureSphere Software products (prior to version 12.0)\* for a minimum of two major Versions. After two subsequent major Versions are made generally available, Imperva will issue an EOL notification for the EOL Software Version. The EOL Software Version will reach End of Support (EOS) twelve months after the date of EOL notification.

SOFTWARE EOL TIMELINE (SECURESPIHERE RELEASES PRIOR TO VERSION 12)	
MILESTONE	DESCRIPTION
General availability date.	Date the software version is released.
First subsequent major version general availability date.	Date first subsequent major version is released.
Second subsequent major version general availability date.	Date second subsequent major version is released.
End-of-life date.	Date Imperva announces the EOL for a Software Version. Notification of EOL will typically occur at the same time or soon after the second subsequent major Version is released.
End-of-support date.	The last date Support will be offered for the EOL Software Version. The Software EOS date occurs twelve months after the EOL notification date. Customer should upgrade to a supported Version by the applicable EOS date.

\* SecureSphere EX Events Platform is not available with SecureSphere prior to Version 12.0, and is not addressed in this Appendix C-1.

## Appendix C-2: SecureSphere Software (version 12.0 and later)

For Imperva's SecureSphere Software (Versions 12.0 and later), 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, will make Extended Support available for an additional, subsequent two-year period. The last day of this period is referred to as the End of Support – EOS date.

Support will no longer be available as of this EOL Date, and Extended Support will no longer be available as of this EOS Date. 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, eighteen (18) months prior to its applicable EOL and EOS dates.

EOL and EOS dates are based on the day a major version is made Generally Available (GA), regardless of subsequent Feature Packs or Maintenance Releases for that major version.

For additional information on Feature Packs and Maintenance Releases, and regarding SecureSphere release cadence from Version 12.0 and later, please refer to Appendix C-5.

### SECURESPHERE SOFTWARE EOL TIMELINE (SECURESPHERE 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. The EOL date for a particular SecureSphere Version occurs 48 months after the applicable date of its generally available release. The EOL date will be announced upon Version release, and another notification of impending EOL will be sent 18 months prior to EOL date. Customers that do not want to rely upon Extended Support should upgrade to a more recent and supported SecureSphere Version prior to the applicable EOL date.
End-of-support date.	The last date Extended Support will be offered. The EOS date for a particular SecureSphere Version occurs 72 months after the applicable date of its generally available release, and 24 months after the applicable EOL date. The EOS date will be announced upon Version release, and another notification of impending EOS will be sent 18 months prior to EOS date. Customers should upgrade to a supported Version by the applicable EOS date.

## EXTENDED SUPPORT

Extended Support is described and compared to Support in the following table:

SUPPORT ENTITLEMENT	SUPPORT	EXTENDED SUPPORT
Technical support on configuration and installation of Appliance via email and telephone.	Available	Available
Knowledge base: Product-specific information that is available by logging into the Imperva <a href="#">Customer Support Portal</a> .	Available	Available
Security updates: Access to Imperva Defense Center attack signature updates and Imperva ThreatCloud intelligence feed.	Available	Custom fixes available for additional fee
Non-security update: Software support, upgrades, hotfixes, and patches.	Available	Custom fixes available for additional fee

### SECURESPHERE EX EVENTS PLATFORM EOL TIMELINE (SECURESPHERE VERSION 12.0 AND LATER)\*

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 notification date.	Date Imperva announces the End-of-Life date, which includes the upcoming EOS date for the Version. This notification will typically occur at the same time or soon after the first subsequent Version is released.
End-of-Support date.	For the SecureSphere EX Events Platform, the Software EOS date for a Version will be the later of: (a) one year from its general availability date, or (b) six (6) months from the End-of-Life date. Customer should upgrade to a supported Version by the applicable EOS date.

## Appendix C-3: 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 12 months after the End-of-Life date.

## Appendix C-4: Appliances

### END-OF-LIFE POLICY FOR APPLIANCES

Imperva hardware models reach the 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 last date an Appliance is made generally available for order by a customer (“Last Order Date”). Accordingly, the EOL policy for Appliances is as follows:

- Imperva will issue an End-of-Life notification 90 days prior to the Last Order Date.
- Imperva will continue to support Appliances for sixty (60) months after the Last Order 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-5: SecureSphere Software Release Cadence (version 12.0 and later)

Starting with SecureSphere Version 12.0, Imperva provides two different software release types within the release cycle: Feature Pack and Maintenance 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
- **Maintenance Release:** Also known as a Long-Term Support (LTS) release. Once a new GA comes out, the current Feature Pack moves into LTS, after which only bug fixes will be provided for this version. Maintenance Releases may be provided on the LTS for another three years, as needed

With the release of v12.5, maintenance patches will no longer be provided for v12.0, though ADC content including updates for security vulnerabilities will be made available. Additionally, patches with bug fixes may be provided as required on the LTS (v12.5), and new features will be provided as part of the v13.x Feature Pack.

For more information on Imperva's Support Lifecycle Policy, see our Technical Support web site at <https://www.imperva.com/Services/TechnicalSupport>.

**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.

### 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 Maintenance Releases and Feature Packs, Imperva can support both customer requirements. Customers that do not want new features can simply apply Maintenance Releases in order to receive bug fixes. Customers that want new functionality – and do not want to wait until the next major SecureSphere Version – can apply SecureSphere Feature Packs.

#### Are Features Packs less stable than Maintenance Releases?

Feature Packs are subjected to the same level of QA as any Imperva release, and any capability in a Feature Pack is fully supported by Imperva. However, features in a Feature Pack are new, so a Feature Pack will have “more moving parts” than a Maintenance Release.

#### Do Feature packs receive the same bug fixes as the maintenance release?

Yes. Feature Packs ALSO receive the same bug fixes as the corresponding Maintenance Releases. Therefore a Feature Pack contains both the bug fixes as well as the new features.

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

Yes. We plan to release new agent features as part of agent Feature Packs, similar to other SecureSphere components.

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

Yes, after the 1 year Feature Pack period for each Version release, customers will receive only Maintenance Releases. As stated above, Customers can move from the Feature Pack to a Maintenance Release.

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

Customers deploying Feature Packs are recommended to move to the next Feature Pack of the same version, as this Feature Pack also includes bug fixes and maintenance updates for the features they are using.

### **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 Maintenance Releases?**

Upon their release, both Feature Packs and Maintenance 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, but generally Imperva intends to release Feature Packs on a quarterly basis.

### **How will customers be alerted to new Feature Packs and Maintenance Releases?**

Imperva will continue with its current approach of emailing customers upon new releases of Maintenance Releases, and will also include information on new capabilities in Feature Packs. The same information is also available through the Software Management functionality in SecureSphere.

### **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, Imperva will no longer add new features/functions to prior Versions.

### **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 a valid Support agreement can continue receive Support from Imperva until the major Version is declared EOL/EOS.

## **Appendix C-6: 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.

## **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](mailto:support@imperva.com) with case number in subject. Always call technical support hotline for urgent issues and situations to reach our team 24x7.

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: <https://www.imperva.com/login>)
- 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.



### 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.

### 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.

## 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](http://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.

**“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.

**“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.

**“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

**“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.

## Appendix F: Imperva support program product eligibility

IMPERVA PRODUCT		SUPPORT PROGRAM ELIGIBILITY				
		Standard	Enhanced	Premium	Select	Select+
Production Hardware Appliances	Secure Sphere WAF	No	Yes	Yes	Yes	Yes
	Secure Sphere DAS	No	Yes	Yes	Yes	Yes
	Secure Sphere DAM	No	Yes	Yes	Yes	Yes
	Secure Sphere DBF	No	Yes	Yes	Yes	Yes
	Imperva Appliances for FlexProtect	No	Yes	Yes	Yes	Yes
	Secure Sphere File Security	No	Yes	Yes	Yes	Yes
	Secure Sphere Management (MX and SOM)	No	Yes	Yes	Yes	Yes
Passive Hardware Appliances	Secure Sphere WAF	Yes	Yes	Yes	Yes	Yes
	Secure Sphere DAS	Yes	Yes	Yes	Yes	Yes
	Secure Sphere DAM	Yes	Yes	Yes	Yes	Yes
	Secure Sphere DBF	Yes	Yes	Yes	Yes	Yes
	Imperva Appliances for FlexProtect	Yes	Yes	Yes	Yes	Yes
	Secure Sphere Management (MX and SOM)	Yes	Yes	Yes	Yes	Yes
Software module add-ons for Passive Appliances (Must match support level of appliance)	Secure Sphere WAF	Yes	Yes	Yes	Yes	Yes
	Secure Sphere DAS	Yes	Yes	Yes	Yes	Yes
	Secure Sphere DAM	Yes	Yes	Yes	Yes	Yes
	Secure Sphere DBF	Yes	Yes	Yes	Yes	Yes
	Secure Sphere File Security	Yes	Yes	Yes	Yes	Yes
Standalone Software Products	Secure Sphere WAF Virtual Appliances	No	No	No	Yes	Yes
	Secure Sphere 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	Yes	Yes	

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

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