



## Tripwire Support Policies — Technical Support and Tripwire Customer Center

Tripwire provides global support services to customers using our North America, European and Japan support teams during our customer's local business hours, and 24x7 emergency call-back support. Our levels and operating goals are outlined below. Support services are generally offered for a one-year term, unless otherwise set forth on the applicable Tripwire quotation.

Tripwire Technical Support is intended to help make Tripwire customers successful by assisting with troubleshooting and helping to resolve specific issues resulting from use of Tripwire products on supported platforms. The Tripwire Technical Support team and its customers are partners in the troubleshooting and resolution of issues. Customers may be required to perform reasonable troubleshooting tasks as recommended by Tripwire's staff.

Training, implementation, content creation, and customization (scripting, integration) services may be purchased separately through Tripwire's Consulting Services group.

Technical Support for supported products is available via a variety of contact methods, which include the Tripwire Knowledge Base, telephone, email and the Tripwire Customer Center ("TCC") during scheduled support hours for current software versions during the support term purchased by a customer. The TCC is Tripwire's self-service support portal where customers can (a) create, update and manage Support requests online; (b) download licensed products, product updates and documentation; and (c) access the Tripwire Knowledge Base. Providing technical support does not imply that Tripwire will fix software defects or make changes to the software.

The following items are **NOT** generally supported:

- Operating systems and third-party applications
- Alterations or revisions to the Tripwire software made by the customer or third parties
- Use of the Tripwire software in a manner other than as authorized in the applicable license agreement
- Use of any Tripwire software other than the currently supported releases
- Requests from personnel other than the named Technical Account Contacts
- Continued support for issues which Tripwire has provided corrections not implemented by the customer or data requested from the customer but not provided
- Tripwire software products and tools provided at no cost

This support policy is subject to change without notice; current policies are available online at [Tripwire Support Policies](#). All software downloaded from the TCC is subject to the terms and conditions at [www.tripwire.com/terms](http://www.tripwire.com/terms), unless superseded by an agreement signed by the customer and Tripwire since 2010.

### Support Services:

The level of technical support available during a product lifecycle varies depending upon the lifecycle phase that the product is in. The current support status information for each Tripwire product may be found online at: [Tripwire Product Discontinuation Policy](#).

During the support term purchased, Support includes:

- Access to Support via the online TCC Portal, email, or phone
- Emergency 24x7 support for Severity 1 issues
- Unlimited TCC Users
- Executive invites to local CISO Breakfast events. (Please contact your Account rep for more info)
- Technical webinars for product releases
- Annual product assessment (Please contact your Account rep for more info)

**Relief Goals:** Relief Goals describe the target time period for Tripwire to provide a resolution for an issue, which could include temporary or permanent solutions, including patches and workarounds. In some instances, and at Tripwire's discretion, the resolution of an issue may involve the removal of the product(s) or functionality from the customer's system(s), or requesting a customer to upgrade to the current version in order to resolve issues either known or unknown. For Severity 3 & 4 issues, resolution may include logging an issue for resolution in the next regularly-scheduled product release or documentation update cycle.

To qualify for the relief goals, customers must provide the Tripwire Technical team enough information to allow the Tripwire team to reproduce the error. Tripwire's ability to provide support will depend, in most cases, on the customer's ability to provide accurate and detailed information and to aid in handling a support request or error report.

**IMPORTANT:** Severity 1 & 2 issues **must** be reported by phone

Severity Level	Description	Contact Method	Response Times	Relief Goals
<b>1 – System Down</b>	Product is inoperable or non-functional; business outage; data is lost.	Phone	1 hour	1 Business day
<b>2 – High</b>	Major business impact; Product is crippled but somewhat usable; Very difficult to work around.	Phone	1 hour †	2 Business days
<b>3 – Medium</b>	Moderate business impact; production is proceeding but impaired; Workarounds are available.	Phone, Email, or Portal	4 hours †	5 Business days
<b>4 – Low</b>	Minimal business impact; Cosmetic problems; Usage questions; Feature Q&A; Issue doesn't require resolution	Email or Portal	4 hours †	Next Product Release

† During business hours only

### Escalation Procedure:

The Tripwire escalation procedures raise the visibility of your important issues within Tripwire. Tripwire may, at its discretion, pass any issue into the escalation process. Our normal escalation process includes evaluating the severity level of the issue. Our goal is to solve issues in a timely manner taking into consideration the severity of the issue.

In general, if you are not satisfied with the level of support you are receiving from the Technical Support staff, you may request through your case or your account rep for the issue to be evaluated by a Support Manager. Once an issue has been escalated, Tripwire Technical Support will coordinate internal and customer resources in gathering pertinent data required to identify and solve the issue. Customers are expected to provide adequate resources to gather the requested data and assist in troubleshooting the issue. Tripwire, at its sole discretion, may request to place personnel onsite to assist with resolution of an issue. Personnel may include but are not limited to Sales/System Engineers, Technical Support Engineers, Professional Services Consultants or Development/QA Engineers.

## **Tripwire Appliance Support Policies:**

In the event of a failure of a supported Tripwire appliance that is on a current support term, Tripwire will ship a replacement product within one (1) U.S. business day of processing the Return Materials Authorization (the "RMA") request. Tripwire will pay for shipping for the replacement to the Customer and for the return of the failed appliance to Tripwire, unless the failure was due to one of the following exclusions, in which case Customer will be responsible for all shipping and repair costs. The appliance and all components are required to be returned within 30 days of receipt of the replacement or subject to being billed for the replacement cost.

### **Exclusions to Technical Support Services for Appliances**

Tripwire will have no obligation to provide Technical Support for problems in the operation or performance of the appliance to the extent caused by any of the following:

1. Customer's failure to follow Tripwire environmental, installation, operation or maintenance specifications or instructions.
2. Material modifications, alterations or repairs made other than by Tripwire or at the direction of Tripwire.
3. Customer's mishandling, abuse, misuse, negligence, or improper storage, servicing or operation of the appliance.
4. Power failures, surges, lightning strikes, fire, flood, accident, and actions of third parties or other like events outside Tripwire's reasonable control.

If Tripwire determines that it is necessary to perform Technical Support Services for a problem in the operation or performance of the appliance that is caused by one of the foregoing, then Tripwire will notify Customer as soon as Tripwire is aware of such a problem and Tripwire will invoice Customer at Tripwire's then-current published time and materials rates for all such Technical Support Services approved by Customer and performed by Tripwire.

### **Appliance RMA Process:**

1. Customers will contact the Technical Support department when they experience a hardware problem with a supported appliance under a current support term. If Technical Support staff determine that the issue requires replacement of the appliance, a completed RMA Request Form will be provided to the customer which includes the RMA tracking number.
2. Tripwire's staff will initiate the request for a replacement appliance. The Support case will remain open until the issue has been resolved and the old appliance or hardware has been returned by the customer. If the failed appliance and components are not returned to Tripwire within 30 days after receipt of the replacement appliance, Tripwire may invoice Customer for the full replacement amount of the appliance.
3. Replacement appliances will be shipped within one (1) U.S. business day after of the RMA Request Form has been processed.
4. Unless otherwise specified, all domestic replacements will be shipped via overnight service. International shipments will be shipped priority via freight forwarder utilizing the best carrier at the time. International shipments are DAP; because the Customer is the importer of record, the Customer must provide its VAT registration number, licenses or permits and other information required by shipping regulations.

## Hours of Operation with Contact Methods:

Contact Support page: <https://secure.tripwire.com/customers/contact-support>

Please see the above URL for the most up to date listing of contact methods and holiday schedules.

### HOURS OF OPERATION

#### North America

Tripwire Support is open Monday-Friday, 6:00am-6:00pm PT, 9:00am to 9:00pm ET. We recognize US Federal Holidays. **Emergency 24x7 Support is provided via call-back service.**

#### Europe

Tripwire Support is open Monday-Friday, 8:00am-8:00pm London (BDT/BST). We recognize England's Public Holidays. **Emergency 24x7 Support is provided via call-back service.**

#### Asia and Pacific

Tripwire Support is open Monday-Friday, 9:00am-6:00pm Sydney (AEDT/AEST), 7:00am to 4:00pm Singapore (SGT). We recognize Australian Holidays. **Emergency 24x7 Support is provided via call-back service.**

### EMAIL SUPPORT†

[support@tripwire.com](mailto:support@tripwire.com)

† In order to email Tripwire Support, customers must have a current Tripwire Support contract or be registered as a Partner. Customers are also required to be registered in our TCC to be able to send and receive Support emails.

### PHONE SUPPORT

<b>North America</b>			
US and Canada	866.897.8776 (Toll Free) 503.276.7663 (Local)	Eastern Central Pacific	9:00am–9:00pm EST/EDT Mon-Fri 8:00am–8:00pm CST/CDT Mon-Fri 6:00am–6:00pm PST/PDT Mon-Fri
<b>Europe, Middle East and Africa (EMEA)</b>			
UK, France, Germany, Benelux and Nordics	00 800-77517751	London Berlin, Amsterdam, Copenhagen	8:00am–8:00pm BST/BDT Mon-Fri 9:00am–9:00pm CET/CEST Mon-Fri
Austria	0800.802064 (Toll Free, no mobiles) +43.720.880277	Vienna	9:00am–9:00pm CET/CEST Mon-Fri
Saudi Arabia	966-8111041066	Riyadh	11:00am-11:00pm AST Mon-Fri
<b>Asia Pacific (APAC)</b>			
Australia	1800 193 879	Sydney	9:00am–6:00pm AEST/AEDT Mon-Fri
New Zealand	0800-003357	Auckland	11:00am-8:00pm NZST/NZDT Mon-Fri
Singapore	+65-31580300	Singapore	7:00am–4:00pm SGT Mon-Fri
Malaysia	1-800-815-311	Kuala Lumpur	7:00am–4:00pm MYT Mon-Fri
Hong Kong	+852-58081320	Hong Kong	7:00am–4:00pm HKT Mon-Fri

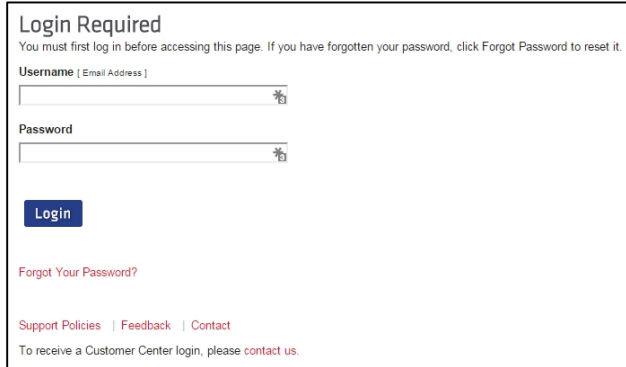
## Tripwire Customer Center (TCC) Portal

The Tripwire Customer Center (TCC) is a full-feature portal allowing our customers to access their Profile, Support Case Management, Product Downloads and Updates, Access License Keys, Community Forums, IDEAS feature request board, self-help Knowledge Base (includes articles, user guides and How-to articles) and link to our Training programs.

The portal is restricted to customers under a current support term only.

Log in: <https://tripwireinc.force.com/customers>

Username is your business email address



Login Required

You must first log in before accessing this page. If you have forgotten your password, click [Forgot Password](#) to reset it.

Username [ Email Address ]

Password

Login

[Forgot Your Password?](#)

[Support Policies](#) | [Feedback](#) | [Contact](#)

To receive a Customer Center login, please [contact us](#).

### To Register for an Account

Contact your Account Rep or email [portalrequest@tripwire.com](mailto:portalrequest@tripwire.com) with the following information:

- Full name
- Company name
- Contact phone number
- Business title
- Any additional information that may help to locate your account. (Tripwire license keys or serial #'s, coworker name already with an account, etc)

This document may be found on our Support Policies page:

[https://secure.tripwire.com/customers/files/TW\\_Support\\_Guidelines.pdf](https://secure.tripwire.com/customers/files/TW_Support_Guidelines.pdf)