

# MailGate

## Global Customer Services and Support

### 2023



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## 1. Overview

MailGate offers customers and partners several tailored support options which provide reliable and timely resolution of technical inquiries.

The MailGate Support Portal (<https://support.mailgatesc.com>) provides customers and partners with the ability to raise support requests, and track status all through an easy-to-use dashboard. In addition, the MailGate Support Portal provides access to the knowledge article database, product bulletins, product releases/patches, release notes, product manuals, and latest documentation updates.

Besides using the MailGate Support Portal to submit support requests, customers and partners may open a new case by contacting [support@mailgatesc.com](mailto:support@mailgatesc.com) or visiting the MailGate Contact Us section on our website (<https://mailgatesc.com/contact-us/>) to find the MailGate Support Team telephone number in your region.

Customers and partners under active support are entitled to use the services described in this document. Access credentials to use MailGate's Customer Support Portal is required (see section 4.2.2). "You" and "your" refers to the individual or entity that has ordered technical support from MailGate or authorized distributor. MailGate may, at any time and without notice, modify this Global Support Policy and Procedure to reflect market conditions and to better serve its customers.

## 2. The MailGate Support Organization

The MailGate Support Organization is strategically located around the globe to provide worldwide support 24-hour/365-day (24x365). MailGate support personnel and management are located in Sofia, Bulgaria and California, USA. Additional Level 1 resources are made available to customers through a third-party Level 1 dispatch team with personnel located in the USA and Kenya to handle flexible demand across off-peak hours. MailGate maintains 24/7 coverage of Technical Support with fully qualified MailGate Technical Support Engineers available for escalations and priority tickets.

A unique instance of a specific customer/partner issue or request is tracked with a case number. All cases are logged during local office hours at one of the support centers. The assigned support engineer is your point of contact until a resolution is found. Our Support engineers utilize their personal product knowledge and experience, as well as MailGate’s internal resources to solve the problem and make recommendations on avoiding the problem in the future.

MailGate customers consume MailGate’s technology offerings as a license with associated maintenance support, or as a subscription service with or without additional value-add managed services, or as a combination of on-premise and cloud solution based upon individual requirements. MailGate provides a common support model for whichever deployment is chosen, which is described in this document. Features and capabilities that are unique to a deployment are described in further detail in the associated Support License Agreement.

### 3. Customer Support Offerings

#### 3.1. Support offering plans and features matrix

MailGate has designed its support operation to meet varying needs of our clients worldwide, across industries and across time zones. Each support plan offers unique features and resources tailored for your business requirements.

As a MailGate customer or partner, you have purchased one of the following support plans:

Support plan feature	Mission Critical Support (MCS)	Premier Support (PS)
<b>Supported Products</b>	MailGate SC™	MailGate SC™
<b>Method of access</b>	Telephone/email/web	Telephone/email/web
<b>Hours of Operation</b>	24x365 <sup>1</sup>	24x365 <sup>1, 2</sup>
<b>Remote Access</b>	✓	✓
<b>Included Contacts</b>	Unlimited (Nominate a Primary POC)	10 (Nominate a Primary POC)
<b>Number of Support Requests</b>	Unlimited	Unlimited
<b>Minor/major releases and updates<sup>3</sup></b>	✓	✓

<b>Emergency bug fixes (software patches)</b>	✓	✓
<b>24x365 support website access for software patches and technical information</b>	✓	✓
<b>Support account management and managerial escalations</b>	✓	
<b>24x365 P1/P2 support <sup>4</sup></b>	✓	
<b>Annual visit by Account Manager</b>	✓	
<b>Designated Support Team Lead</b>	✓	
<b>Initial Assessment Service</b>	✓	
<b>Monthly Executive Support Summary Meeting/Report</b>	✓	
<b>Dedicated Support (up to 3 days per year)</b>	✓	
<b>Product Environment Documentation</b>	✓	

<sup>1</sup>English only

<sup>2</sup>For priority 1 Cases only – see details on the priority levels

<sup>3</sup>“Minor Release” means an update of the licensed component that corrects a set of defects and may enhance or evolve existing functionality of the licensed component, which shall be denoted with a change in number(s) to the right of the second decimal (i.e., n.n.X.). “Major release” means an update of a licensed component that includes significant new functionalities and major enhancements, which shall be denoted with a change in number(s) to the right of the first decimal (i.e., n.X.n).

<sup>4</sup>Customer availability and participation required

### 3.2. Mission Critical Support (MCS) plan

MailGate’s MCS support service provides an exceptional level of support and is available at an additional charge; certain terms and conditions apply. MCS is the most comprehensive level of support available. MCS is designed to provide our worldwide enterprise customers’ application infrastructures with the highest level of care. Either from a MailGate support center or located at your premises, MailGate's designated MCS teams work quickly and efficiently to resolve issues and requests, and to help take preventive action to avoid future issues. In a close partnership, the designated MCS team will become personally familiar with your environment and associated MailGate systems. In addition to providing all the features of the premier plan, the MCS Plan’s level of assistance goes beyond the service provided by traditional product support organizations in the industry.

The MCS Plan includes the following:

**Direct Access to Mission Critical Support Account Manager**

When maintaining your infrastructure, it is critical that your interaction with MailGate support be simple and efficient. As part of your MCS program, you will have direct access to your assigned MCS account manager, a single point of contact for accessing professional MailGate support expertise. Through scheduled follow-up calls and additional frequent contact, your MCS account manager will develop personal knowledge of your business and your specific MailGate enterprise solution implementation so any issues and concerns that may arise are quickly diagnosed and worked to resolution.

**Designated Mission Critical Support team**

The MCS team is a select group of senior technical support engineers whose combined skill, knowledge and experience spans across the MailGate SC product suite and its implementation in very complex environments. Working in tandem with your MCS account manager, the MCS team strives to be extremely familiar with your solution and environment.

**Mission critical case resolution objectives**

The following case resolution targets are goals that the MCS team is managed to meet for on premise solutions.

<b>Priority</b>	<b>MCS case resolution/workaround objective</b>
1	4 hours
2	2 days
3	8 days
4	15 days

**Resolution** is the action taken to repair the root cause of an incident or problem, or to implement a workaround.

**Monthly personalized conference call**

A monthly meeting with your MCS account manager will review project status and allow you to discuss current issues and future product direction.

**Monthly executive support summary report**

Prior to the monthly meeting, your MCS account manager will provide you with an executive summary report that details issues that have been opened and worked on during the previous month. This report will also provide further analysis into the resolution and handling of high impact cases.

**Identify potential problems/alerts**

The MCS team looks beyond the immediate horizon to try to prevent any future issues from impacting your environment. From time to time, the MCS team sends out information as an alert to potential issues and to provide assistance and instructions to prevent them from occurring.

**Remote access**

To further facilitate resolution, the MCS team will, under your supervision, be able to connect remotely to your environment using a solution validated by both parties.

**24x365 support, regardless of priority**

The MCS team works around the clock to provide resolution 24x365. This includes priority 3 cases if the customer expresses the desire to receive assistance over the weekend or during off-hours and is ready to work with MCS team.

**Initial assessment service**

Prior to commencing the MCS program, MailGate will perform a comprehensive on-site system inventory, an operational assessment including backup and restore procedures and will assist you in documenting network topology. MailGate will consult with you to set parameters for event notification and monitoring and maintain the assessment in a customer profile. Additionally, MailGate will assist you to install relevant MailGate diagnostic tools to ensure faster resolution times for any issues.

**Production environment documentation**

To ensure that the MCS team and account manager have a good understanding of your system and to promote efficient issue resolution, key elements of your solution will be documented and



this profile will be constantly updated and available to the MCS team.

### **Incident management response team (up to 3 days/year)**

Over the course of a year there may be high visibility production impacting situations where the added assurance of a dedicated MailGate team of resources is justified and recommended. In these instances, a team of senior MailGate resources will be dedicated to work on the incident either remotely or if necessary on-site for up to 3 business (Mon-Fri) days.

### **3.3. Premier Plan**

The Premier plan is the standard support offering. It is designed for customers and partners whose business requires the security of knowing that a MailGate support engineer is available for assistance Monday through Friday during business hours, excluding public holidays and 24x7 for any system-down (priority 1) issues. Business hours (8AM to 5PM for APAC/Americas customers and 9AM to 6PM for EMEA customers) and holidays are based on the country associated with your support access code.

### **3.4. API Support in MailGate products**

MailGate has APIs available for integrations or customizations that extend MailGate SC product functionality to help customers meet business-specific requirements. MailGate SC APIs may provide some or all of the following documentation:

- Detailed documentation and descriptions of API usage and functional capabilities
- Sample code and examples of how to call or access the API
- Javadoc - Javadoc is a documentation generator from Sun Microsystems for generating API documentation in HTML format from Java source code. Reference: <http://java.sun.com/j2se/javadoc/>

MailGate offers technical support for product APIs that includes the following:

- If an API is not performing as documented, MailGate will determine a workaround or fix based on our standard defect handling policies. To receive support, customers need to isolate API-related bugs and send snippets of code that reproduce the issue directly to technical support.
- Code updates to the APIs will be provided concurrently with product updates and releases. For example, an API defect may be fixed in the next service pack of the related product.

MailGate SC product API support excludes the following:

- Application design, development and maintenance, and any consulting on those applications. MailGate technical support will not troubleshoot, review custom code, API interface code, or provide suggestions other than referring customers to fee-based consulting services provided by MailGate professional services.

- Training sessions for developers

MailGate offers the following services to aid developers in working with MailGate SC product API's. Note that the following services are fee-based.

- Developer training sessions for MailGate SC product APIs
- Assistance for application development and design, and code reviews, provided by MailGate professional services
- Project management assistance by MailGate professional services.

### **3.5. MailGate Problem Response Time Targets and Service Level Availability**

#### **3.5.1. MailGate Response Time Targets**

MailGate defines the term “initial response time target” as the maximum time a technically-qualified MailGate engineer will take to contact a customer and/or partner either by email or phone after the case is logged. Other activities that may occur in the initial response include gathering additional information about the problem, collecting diagnostics, suggesting workarounds, obtaining reproduction data and/or validating configuration information.

Priority	Mission Critical	Premier
1	1 Hour	1 Hour
2	2 hours	4 business hours
3	1 business day	1 business day
4	1 business day	5 business day

During the weekend, MCS customers can request MailGate teams to work on Priority 3 cases (customer staff must be willing to collaborate and/or provide information to progress case).

### 3.5.2. MailGate Cloud Hosted Service Level Availability

MailGate is committed to providing highly available and secure service to support our customers. The Service Level Availability (SLA) for MailGate SC Cloud Hosted is 99.9% calculated by the following formula:

- Duration period = total duration of the measurement period less scheduled maintenance time (unit of measure: minutes).
- Outage duration *i* = business duration of the priority 1 outages “*i*” during the measurement period (unit of measure: minutes).
- The durations of overlapping incident periods are not accumulated and are counted as a single duration.

$$\text{Service Availability} = \left( 1 - \frac{\sum_i \text{OutageDuration}_i}{\text{DurationPeriod}} \right) * 100$$

In %

### 3.6. Multiple Licenses

If you purchase more than one license of the same software and that software is to be supported, you must purchase the same support level for each license.

If you purchase a support extension (as defined in Section 3.7), you still must maintain support for the entire license set.

### **3.7.**Support Term

Support services shall commence on the effective date of the sales order and shall continue for an initial period of one year (“initial support term”) except as otherwise set forth in the sales order. Upon expiration of the initial support term, the support services shall be renewed for one-year periods, unless otherwise indicated, with payments required prior to the start of the new support term, unless either party provides written notice of its intent not to renew at least 6 months prior to the end of the then current term. MailGate will determine the fees for support renewal based on MailGate’s then current pricing for support.

MailGate Cloud/cloud managed services terms are typically 3-year.

### **3.8.**Reinstatement Policy

If support services lapse or were not originally purchased with a product, a reinstatement fee will be assessed in addition to the back-support to be paid. The uncovered period will need to be paid (back-support) from the last annual support fee paid and a 50% reinstatement fee will be applied on it. Reinstatement will also require purchase of the annual fee for the new contract term.

### **3.9.**Reduction of licenses or support level

Pricing for support services is based upon the level of support services and the volume of product for which support services are ordered. In the event that support services for a subset of licenses on a single order is terminated or if the level of support services is reduced, support services for the remaining licenses on that license order will be priced at MailGate's list price for support services in effect at the time of termination.

Such support price will not exceed the previous support fees paid for both the remaining licenses and the licenses being terminated or unsupported.

### 3.10. Support Extension

For customers who have deployed MailGate software on-premises, MailGate provides advanced notice of its software products reaching their End of Support (EOS) state

MailGate will provide notice of each release via a Bulletin Post on the MailGate Customer Support Portal (<https://support.mailgatesc.com>). Each member of the MailGate Customer Support Portal will be automatically enrolled to receive notifications via the Bulletin Post when subscribed.

Information regarding EOS dates is available on the support site and customers may be informed by their support renewal representative or their sales contact.

### 3.11. New Generation and Version

Access to new generations is governed by the terms of the agreement between the customer and MailGate. “New generation release” means the release of a new generation that includes significant changes in functionality, features, new component integrations or new operating environments and which is denoted with a change in number to the left side of the first decimal (i.e., X.n.n).

## 4. Customer Roles and Responsibilities

### 4.1. Overview

The following section describes important points we encourage customers to consider to help expedite resolution of their issues. Customers and partners with a valid support contract may contact global support via telephone, e-mail or the MailGate Support Portal via the Internet - depending upon the issue’s priority and level of support, one method may be preferred or even required over another. Global support’s actions typically include issue investigation, simulation, and reproduction attempts. Based on these investigations global support

may provide technical explanations or instructions for configuration changes, workarounds, and in some cases software patches.

## 4.2. Contacting Customer Support

### 4.2.1. How to contact support

You can submit your request for support to MailGate via the channels listed below. A case number will be issued to you for future reference. Please refer to this number each time you contact us regarding your support request.

- Submit support requests on the MailGate Customer Support Portal via the Internet <https://support.mailgatesc.com>. We recommend using the website if you need to attach error logs, sample code or other information related to your request.
- Send support requests via e-mail to [support@mailgatesc.com](mailto:support@mailgatesc.com)
- Call us, using the appropriate regional or local phone number provided on the MailGate company website <https://mailgatesc.com/contact-us/> (Note: Priority 1 critical issues must be reported by phone)

### 4.2.2. What can you find on the MailGate Customer Support Portal?

Before contacting global support and logging a support request, we recommend you visit our support website to search our knowledgebase and patch download database for a solution or available patch to resolve your issue.

As a registered user you have access to the following services on the MailGate support website:

- Submit/track support requests
- Reference/search product knowledgebase
- Product bulletins
- Access/download updated user manuals
- Download software updates and patches

If you or another member of your team require credentials to the MailGate Customer Support Portal, simply request access by sending an email to [support@mailgatesc.com](mailto:support@mailgatesc.com)

### 4.3. Customer Obligations

#### 4.3.1. Timely Responses are a “2-way street”

During the course of problem diagnosis and resolution MailGate will maintain a high level of sensitivity responding to customer requests. Conversely, MailGate needs customers and/or partners to respond to requests for technical information in a timely fashion so the MailGate global support team can efficiently provide diagnosis and accelerated resolution. MailGate expects the customer and/or partner to have all appropriate customer and/or partner technical personnel available to further test and diagnose issues.

MailGate expects you to provide feedback as to the success or failure of given suggestions or delivered software patches. You may be requested to participate in conference calls until the issue is resolved.

#### 4.3.2. Required Information to Expedite Resolution

As part of the problem reporting process, you must gather logs and data prior to reporting an issue - contact MailGate global support for latest product-specific, trouble-shooting, data-gathering requirements.

When contacting MailGate global support, always be prepared with all the following information:

- Support case ID number: If your issue is an open support request, the current request number (in the “subject field” of the email when communicating on an existing case via email).
- Contact name(s) and company name: Your name and the name of your company, as well as the names of alternative

- contact persons (your support access code in the “subject field” of the email when logging a new case via email).
- Contact information: E-mail addresses and phone numbers where you can be reached.
  - MailGate SC Product information: Product license number, version/release of software and patches that have been installed specific to the installation on which the problem/query is based. In a cloud context, the concerned cloud platform.
  - Problem description: A detailed description of the problem. This must include the problem(s) you are experiencing, any changes made prior to this/these problem(s), how long you have been experiencing this/these problem(s), etc.
  - Impact: A measure of the effect of an incident, problem or change on business processes. Impact is often based on how service levels will be affected. For example, a high-impact incident may have low urgency if the impact will not affect the business until the end of the financial year.
  - Error messages: Precise error messages, log files, description of product behavior and symptoms.
  - Steps to reproduce: List of steps that produce the problem and relevant test cases.
  - Description of recent environment or system changes: Descriptions of any recent product or system changes that occurred prior to noticing the problem.

#### 4.3.3. Customer Contact Person

You must appoint a representative from your organization to serve as the primary point of contact for contractual issues with MailGate support services. Your contractual contact will be authorized to make critical decisions for your company with respect to your MailGate support relationship.

You must also designate one or more authorized technical contacts to interact with MailGate global support on technical issues. Your technical contacts must have obtained a level of competence with the software as reasonably required by MailGate.



Your technical contacts are the only people authorized to contact MailGate global support. Authorized technical contacts are established to protect your company, your software and your data by ensuring that only people you authorize can request that we investigate or make modifications to your systems. If an unauthorized person contacts us, we will redirect him to your authorized technical contacts. However, in the case of an emergency, we may begin working on a case with an unauthorized support contact on an exception basis, subject to later verification.

Your contacts must be authorized to provide MailGate promptly, upon request, with complete and accurate information about you and your business as is reasonably required for the performance of the support services. You may change your designated contacts with written notice to MailGate.

#### 4.3.4. Important Disclaimers

##### **Order and installation**

In order to stay up-to-date with current technology and avoid running an EOL software version customers are strongly recommended to install new releases promptly or have them professionally installed after MailGate's announcement of their availability.

##### **Backup procedures**

As a customer, you agree to keep full backup copies of any associated databases and data, in accordance with the best computing practices and to follow backup and recovery procedures prior to the installation of any update.

##### **Documentation**

You must keep local documentation for the handling and operation of the software available.

##### **Certified configurations**

MailGate tests and certifies software on specific platforms and database versions for every new update or version that contains

new functionality. Since all issues will be diagnosed using certified updates or versions in our labs, we highly encourage customers to install the most recent update of the software. Information about certified configurations is available at the MailGate Customer Support Portal.

MailGate is not obligated to support any third party software. Issues reported to MailGate, which are identified as relating to third party software provided to you through Mailgate and that MailGate cannot resolve may, in the event MailGate has an agreement to receive support from the third party, be escalated to that third party from whom MailGate procured such third party software. In such cases, MailGate will provide you that support with respect to such third party software as MailGate itself is entitled to receive from the third party and to provide to you.

### **Compliance with instructions**

You must comply with the operational instructions distributed by MailGate.

**Fault documentation:** You must document how the fault/problem occurred and verify that the faults/problems are reproducible.

### **Access to facilities and staff**

To the extent that participation by or access by MailGate to your staff is necessary for the performance of the support services, you agree that all such staff will be available at times mutually agreed to by MailGate and the staff. Also, for timely case handling, your staff should possess the appropriate skills and experience for the tasks assigned to them. In instances where your staff require further training, MailGate provides billable training courses at the request of the customer.

### **Delays**

To the extent that you fail or delay in fulfilling any of your responsibilities as described, MailGate may revise the timetable for delivery of support services. In this event, MailGate will notify you of the additional delay that is likely to occur as a result of your failure or delay.

**Customer contact person**

In relationship with the management of data privacy regulations and confidential data management (see paragraph below) customer contractual contact is, by default, our preferred customer contact, but MailGate gives customer the opportunity to define a separate data privacy contact for data privacy related questions and a security contact for confidential data related contact.

As such, MailGate expects these contacts to have the necessary authorization to make decisions regarding data privacy and security. The data privacy contact shall typically be the customer DPO or belong to its organization and the security contact shall typically be the CISO or belong to its organization.

MailGate expects customer to inform MailGate of the accurate name and details of these contacts.

**Notice on data privacy**

Security of our customer's data is a top priority for MailGate, and as such, we have developed data protection policies and procedures in accordance with the various requirements under the US Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and the EU General Data Protection Regulation (GDPR).

Even with these data protection practices in place, MailGate has adopted a policy of not accepting PHI or personal data from our customers. MailGate has determined that it does not need Protected Health Information (PHI) or Personal Identifiable Information (PII), other than the information needed to render the service, in order to provide support to its customers.

Therefore, you agree that MailGate does not need to access or process personal data on behalf of the customer in order to fulfill its contractual obligations.

As such, you agree to:

- Not entrust any personal data, financial information, health, medical or pharmaceutical data or data concerning children under 15, or any other so-called sensitive data within the meaning of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 applicable from 25 May 2018 (hereinafter the "GDPR") and/or,

- To encrypt and/or anonymize any personal data that may be sent to MailGate under this agreement.

MailGate shall, within the scope of this support policy and the commercial relationship with you, process personal data relating to your employees or managers (including technical and commercial contacts), which may include in particular but not limited to information such as names, addresses, titles or business contacts (email address, telephone number). This information will be collected from you. You declare that you are allowed to transfer this personal data to MailGate and that you have complied with the GDPR and the HIPAA.

As such, MailGate, as controller of this personal data, undertakes to process such personal data only to the extent that it is strictly necessary for communication with you (for the proper performance of support and maintenance services), customer satisfaction, commercial or marketing activities, and undertakes to comply with the applicable legal provisions in this area, including the GDPR, and in particular to implement all appropriate technical and organizational measures to ensure the protection of personal data against accidental or unlawful destruction, accidental loss, alteration, unauthorized disclosure or access and against any other form of unlawful processing.

Furthermore you hereby authorize MailGate to transfer your personal data to a third country or international organization and to any MailGate Holdings company or any subcontractor. MailGate ensures that the subcontractor provides the same guarantees for the implementation of appropriate technical and organizational measures to ensure that the processing activity meets the requirements of the GDPR. If the subcontractor does not fulfill his obligations regarding the protection of personal data, MailGate remains fully liable to you for the performance by the subcontractor of its obligations.

### **Notice on confidential data**

Security of our customer's data is a top priority for MailGate, and as such, we have developed data protection policies and procedures in accordance with industry recognized security best practices.

Even with these data protection practices in place, MailGate has adopted a policy of not accepting data that are considered as confidential from our customers. MailGate has determined that it does not need to have access to confidential data in order to provide support to its customers. Should you decide you need to send a file or application to MailGate for support analysis or support testing, you must ensure that the file or application does not contain any data that is considered as confidential by your organization. You are required to either delete any confidential data that may reside on the file or application, or substitute fictitious data that satisfies your security requirements.

In the event that you believe it is necessary for MailGate to access these confidential data to perform support services, you must notify MailGate first, and then MailGate will work with you to identify an acceptable approach to accommodate your needs.

#### 4.4. Classification of Issues, Faults & Problems

When submitting a Support request, you must provide MailGate with what you believe is the appropriate classification of the error by indicating the Impact, using the table below as a guide. MailGate will work with you to make a reasonable and conclusive determination of the impact and urgency of the issue and respond in accordance to the priority of issue.

	Definition
Impact	
1 – critical	Faults that seriously impair or halt performance in production for the end user. <ul style="list-style-type: none"> <li>• System, server or critical application down.</li> <li>• The user cannot make use of a ‘must-have’ business-essential function in the production system.</li> <li>• The problem cannot be solved by a restart or a bypass or a workaround.</li> </ul>
2 – high	Serious fault that affect productivity or development: <ul style="list-style-type: none"> <li>• Production System:               <ul style="list-style-type: none"> <li>• Problem where production is proceeding, but in a significantly impaired fashion.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• The production system is running, but with repeated interruptions.</li> <li>• Development System:                             <ul style="list-style-type: none"> <li>• The problem cannot be solved by a restart or a bypass.</li> <li>• Halts further development and workaround has not been found.</li> <li>• Cannot move product into production and workaround has not been found.</li> </ul> </li> </ul>
3 – medium	Medium faults: <ul style="list-style-type: none"> <li>• Production System:                             <ul style="list-style-type: none"> <li>• Problems which do not have a significant impact on current productivity.</li> <li>• The production system is running, but with limitations.</li> <li>• A function in the production system is failing, but there is a bypass available.</li> </ul> </li> <li>• Development System:                             <ul style="list-style-type: none"> <li>• A function in the development system is failing, but there is a bypass available.</li> <li>• Development project can proceed, but in a significantly impaired fashion.</li> <li>• A workaround has been found but it is not acceptable.</li> </ul> </li> </ul>
4 - low	Minor faults which do not affect the use of the system or no impact
Priority	
1	The restoration/resolution is immediately necessary to prevent severe business impact.
2	The resolution is needed as soon as possible because of potentially damaging service impact.
3	The resolution will solve irritating problems or repair missing functionality but can be scheduled
4	“How to” question and general information/documentation.

## 4.5. Submitting Support Requests

### 4.5.1. Submitting Support Requests via the MailGate Customer Support Portal

- In order to log requests via the portal you must first receive access credentials via email request to [support@mailgatesc.com](mailto:support@mailgatesc.com). After doing so, you will have access to the support portal where you can log Support requests.
- When submitting a fault/problem through our portal, be prepared to provide MailGate Support with information that is essential for the resolution process by preparing the information as defined in the section titled “required Information to expedite resolution.”
- Priority 1 issues must be reported by phone. This ensures the request has reached Support and has been given the appropriate priority designation.
- Lack of an identified primary point of contact and/or timely responses to MailGate case support management questions may delay resolution of cases outside of periods defined by this policy.

### 4.5.2. Submitting Support Requests via e-mail

- Prepare the information as defined in the section titled “required information to expedite resolution”
- Send your support request to [support@mailgatesc.com](mailto:support@mailgatesc.com).
- A support engineer will contact you with a response to your support request.
- If you contact MailGate support via e-mail regarding a previously submitted request, please add the request number in the e-mail subject header. This will help us to identify the support engineer responsible for your support request.

### 4.5.3. Submitting Support Requests via Phone

When contacting customer support via phone, please use the telephone number of your regional support center.

Refer to the “Contact us” page at the MailGate website (<https://mailgatesc.com/contact-us/>). Please be prepared to provide support with information that is defined in the section titled “required information to expedite resolution.”

## 5. Support Process, Roles, and Responsibilities

### 5.1. Resolution Process Overview

When support receives a case and logs the details, you will be identified through your license number or support access code. The license register informs the support engineer as to whether you have an up-to-date support contract in place. You will be advised if the call is outside of your contracted hours, in which case the call will still be logged, but you will be informed that it is outside the prescribed calling hours of your contract.

Once your support entitlement is verified, the support engineer will determine the classification of the case and identify the urgency of the situation.

Investigations and data collection then begins. The support engineer may search a knowledge database and past case histories to identify any prior experience with a similar or identical problem.

After appropriate data has been collected and researched, the support engineer will attempt to resolve the problem and, if necessary, will escalate the case appropriately based on information gathered.

In case of a product defect with no reasonable workaround, assuming the installation and environment are up to date in accordance with operational instructions, MailGate will send you a software update or, if not yet available, a patch for critical issues affecting the production system.

Once support has delivered the solution, advised on solution implementation and received confirmation of successful resolution, it will close the request.



There is a provision for re-opening an older request if necessary (i.e., the previous solution fails), in which case the resolution process will be resumed.

## 5.2. Problem Diagnosis

MailGate uses the following methods to diagnose your problem/query.

- Recreate problems with sample data at a MailGate support center.
- Request a copy of your configuration to be sent to one of our Axway support centers.

If necessary, MailGate will consider sending a billable representative to your site to assist in diagnosing the issue.

If MailGate determines that remote services are necessary, you agree to install at your cost the necessary application for fault diagnostics and maintenance service through telecommunications (remote access) connected to the computer on which the software is used.

## 5.3. Progress Status Reports

Support creates and updates a problem report to ensure quality control and, if necessary, appropriate product bug identification.

At each stage of resolution, you and the support representative will set an agreed time and date for the next contact between you and the MailGate support team; however a default target status frequency is also determined by the assigned priority of the case as follows:

<b>Case Priority</b>	<b>Target Status Frequency (no software defect identified)</b>	<b>Target Status Frequency (software defect identified)</b>
1	Daily	Daily
2	Every three working days	Weekly
3	Weekly	Every three weeks
4	Monthly	Monthly

#### 5.4. Problem Resolution

You may receive the resolution to a problem/query in one of the following formats.

- Direct solution: Problem solved.
- Workaround: Steps provided that allow the software to perform and the issue is stabilized. The workaround might be replaced by a permanent solution in a future software update.
- Patch: For critical problems, a patch may be made that corrects a specific problem.
- Software updates: Several problems may be resolved or corrected in an update.

#### 5.5. Case Closure

A support request is typically closed when you confirm that a resolution has been reached or if we do not hear back from you after three attempts to contact you during a five day period with three follow ups. We may also close support requests if we cannot resolve, or choose not to resolve certain issues, with acknowledgement and agreement from you. The case technical contact will be notified of the closure by email. You can call back and reopen a case to initiate further work.

##### **Closure due to solution delivered to customer**

Within seven days of solution delivery, you will receive by email a courtesy notification of case closure. MailGate understands customers' need to test and validate solutions in each environment prior to placing into production and this phase may require a longer period.

If, during the extended period of customer validation, it appears that the solution provided does not resolve the issue, you should contact Global support and re-open the case. Global support and engineering will continue analysis and work towards resolution. If new symptoms occur, a new case will be opened.

### **Customer satisfaction surveys**

The services we offer, and the services we will offer in the future, are based largely on feedback from you. In addition, your satisfaction with our services is the only way we measure our success. As such, we conduct customer satisfaction surveys that give you the opportunity to let us know how we are doing.

After we close a support request with you, you will receive a short survey via email asking for your feedback in the following areas:

- What is your case number you are referencing?
- Any comments or feedback for us?
- Any comments or feedback for us?

## **5.6. Issue Escalation and Management Visibility**

### **5.6.1. Global Support Directed Escalation**

Global support engineers follow the technical processes described in this document to gather information to help identify and resolve your issue. Engineers consult product development teams to resolve the issue and escalate, if necessary.

The escalation process allows for wider review of the situation, including technical and management directives for applying additional resources to the issue, and increased levels of communication between MailGate organizations and with your organization. Escalation brings the issue to the attention of technical support management, then executive-level personnel within MailGate.

### **5.6.2. Customer Directed Escalation**

Our support team always works to ensure that the appropriate resources and level of focus are applied to your request to ensure a timely resolution. However, if you are not satisfied with the progress of your support request, we encourage you to request an escalation. By invoking the escalation process, additional levels of management attention, procedure reinforcement and resource prioritization are brought to bear on resolving your support request.

You can escalate a support request at any time either by speaking directly with the engineer assigned to your case or by calling your local MailGate support number and requesting to speak with a global support manager.

### 5.6.3. Security Vulnerabilities

MailGate takes security vulnerabilities extremely seriously. The MailGate product security and quality group has established a strict process that requires any security vulnerabilities reported to MailGate global support be either well documented in our MailGate Customer Support Portal website or quickly assessed and eventually addressed by our security and R&D teams. When appropriate, MailGate tracks security vulnerabilities that are already reported and acted upon.

MailGate encourages customers, partners, internal employees and security companies to contact MailGate global support through the normal case reporting methods whenever a security vulnerability against any of MailGate's products is discovered. Once a case is received, MailGate global support will mark the case as a security related incident and initiate the process that will assure the vulnerability is evaluated against appropriate criteria including exploitability.

Before being assessed by MailGate's product security and quality group all reported vulnerabilities will be checked against the published product repository of already addressed vulnerabilities. If the reported vulnerability is determined to be something that MailGate have not received as a submission before, MailGate support will open a security defect against the related product and work with MailGate product security and quality group and respective R&D contacts to define a plan of action as determined.

At this point, the reported vulnerability will have its CVSSv3 score calculated, its priority determined and remediation plan specified.

#### 5.6.4. Remote Support Access

MailGate Customer Technical Support utilizes Remote Support which is essential in order to meet the support policy defined here within. The Customer's determination of authorized Remote Support Access is needed for MailGate's Customer Technical Support team to troubleshoot, identify root cause, and remedy issues within the Customer's MailGate. Lack of Remote Support access shall limit MailGate's ability to meet the outlined support levels and may prevent timely delivery accordingly.