



GUIDE

Imperva Customer Support Guide

Introduction

Thank you for being an Imperva customer. Imperva provides you with the coverage you need to get the most from your product deployment. This Customer Support Guide includes your rights and obligations as part of your Support entitlement with Imperva, including, but not limited to, the terms and conditions that govern Imperva's provision of Support, applicable limits and exclusions, how to contact the Imperva Global Support Team, submitting a case, urgent issues, and escalation. The terms and conditions that apply to Support are found in Appendix A.

BEFORE YOU SUBMIT YOUR FIRST CASE

Note: Customers with support agreements with a Support Partner or a Service Provider should engage with the support channels those partners provide. Support Partners and Service Providers will directly engage Imperva Support should your case require additional assistance.

The Global Support Teams

The Imperva Global Support Team (the “**Support Team**”) employs a follow-the-sun model to provide 24/7/365 support coverage. The Support Team is comprised of our highly trained support engineers, experienced shift leaders, and escalation engineers.

How to contact us

The Support Team can be reached for new case creation and existing case updates through the following methods (“**Official Imperva Support Channels**”):

1. Customer support portal:

This is the primary communication channel for you to contact the Support Team. To create a new case: Open a browser and navigate to <https://support.imperva.com> Select “New Support Case”. Fill in the required detail fields and select “Submit”.

2. Phone:

You may contact the Support Team by using the available Toll-Free numbers or direct numbers (collectively, the “hotline numbers”). You will be connected with our support agent infrastructure and the team that corresponds to business hours in our follow-the-sun model:

US (Toll-Free)	+1-855-574-9831
US (Direct)	+1-214-382-0418
UK (Toll-Free)	+44-808-164-9269
Israel	+972-3-978-6970
Singapore	+65-3158-4244

Note: You can respond to established support cases via email; case updates are sent to all parties included in a case.

This document must be read in conjunction with the Imperva end user license agreement available at <https://www.imperva.com/legal/license-agreement/> (“EULA”). All capitalized terms not defined in this document shall have the meaning as set out in the EULA.

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In order to maintain a consistent level of service across all support activities, it is extremely important that all communication is submitted through the Customer Support Portal. 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 any other Imperva Support representatives. Imperva understands that it might be convenient to call or email individuals that you have established rapport with directly rather than going through the Customer Support Portal or the hotline numbers; 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 Imperva Support Channels and not to individual support representatives.

Support

Term of support

You will receive Support during the term of any valid Support entitlement with Imperva. For initial purchases, the Support term commences upon Delivery of the Product. Thereafter, the Support period shall be as stated in the relevant renewal order.

If (i) your Support entitlement lapses or expires, or (ii) you elect not to renew your subscription, and you subsequently request to reinstate Support, you must pay:

1. all cumulative fees that would have been payable had you not terminated the subscription;
2. the Support Fee; and
3. a reinstatement fee of twenty percent (20%) of the annual Support Fee.

Level of support offered

Our goal is to provide you with Support, quickly respond, and if possible, fix any Errors. Products are currently supported as follows:

- **Product use:** assistance with questions regarding the use of the Imperva Product per the associated Documentation.
- **Error diagnosis:** 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:** troubleshooting and finding solutions to problems, methods to avoid problems without compromising system performance,

and obtaining a Workaround to assist with an Error.

- **Bug fixes/patches:** provision of corrective software to fix Errors.
- **Maintenance** (see definition below)

Imperva shall provide Upgrades and Updates on the versions of the applicable Product per the End of Life Policy (<https://www.imperva.com/support/eol-policy/>).

Note: Customers that have applicable Subscription Services such as Technical Account Manager or Enterprise Services are entitled to Premium initial response times for Infrastructure Support (see Table 1 below).

Please reach out to your account manager if you have any questions.

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Severity levels

Imperva uses a formal ranking system to prioritize cases. Ranking is intended to reflect the importance of a particular case to your business. 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.

Exceptions to severity levels

The below stated severity levels apply to systems in production. Errors in non-production systems (e.g., test, development, sandbox) will be automatically downgraded one severity level.

Response times

Imperva will use commercially reasonable efforts to respond to cases within the Response Time set forth in the tables 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. The stated Response Times only apply if a customer requests for Support via one or more of the Official Imperva Support Channels.

Imperva will respond to Severity Level 1 “Critical” and Severity Level 2 “High” issues on a 24x7 basis, provided that the customer has a current 24x7 Support entitlement.

Imperva will respond to Severity Level 3 “Medium” and Severity Level 4 “Low” issues within Standard Support Hours.

When a customer with an entitlement for 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 the customer at 8AM the next business day.

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Infrastructure

Table 1

Infrastructure*			
Severity level	Level 1	Level 2	Level 3
Classification	Critical	High	Medium
Criterion	Severe business impact on, or downtime of client service(s) to their customers due to malfunction of Imperva services.	Degradation of client service(s) to their customers due to a malfunction of Imperva services.	Other issues that do not impact client service(s) to their customers.
Initial Response Time	2 hours	4 hours	1 business day
Initial Response Time (Premium)	30 minutes	1 hour	8 hours
Status Update	2 hours	1 business day	4 business days

*If Imperva Support staff determine that an Error is fixed in a released patch, Imperva may require the customer to apply this patch before Imperva commences troubleshooting.

Customers that have purchased relevant Subscription Services are entitled to Premium Initial Response Time for Infrastructure Support. Subscription Services may have their own service levels which apply. Please reach out to your account manager if you have any questions.

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Software and Appliances

Table 2

Software* / Appliances (formerly on-prem)				
Severity level	Level 1	Level 2	Level 3	Level 4
Classification	Critical	High	Medium	Low
Criterion	A critical technical issue resulting in a total loss of core functionality in 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.	A major technical issue resulting in severe performance problems in the Software having a severe impact on the customer's business operations. No Workaround is available. Also includes problems with the installation of the Software	A non-critical component is malfunctioning, causing moderate impact on the customer's business operations. For example, a Workaround forces a user and/or system administrator to use a time-consuming procedure to operate the system or removes a non-essential feature.	A minor technical issue where the customer can use the Appliance and/or Software with only slight inconvenience.
Initial Response Time	<1 hour	2 hours	4 hours	1 business day
Status Update	Once a day (minimum)	Every other day (minimum)	Once per week (minimum)	As appropriate

*If Imperva support staff determine that an Error is fixed in a released patch, Imperva may require the customer to apply this patch before Imperva commences troubleshooting.

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Customer-managed Software support service levels (formerly on-prem)*

Table 3

Customer-Managed Software (formerly on-prem)*			
Support plan	Standard	Enhanced	Premium
Service Hours	8am to 6pm local time on work day	24x7x365	24x7x365
Customer Support Portal Access	✓	✓	✓
E-mail Support	✓	✓	✓
Phone Support	✓	✓	✓
Priority Call Routing	--	--	--
# of Authorized Customer Contacts	Four	Unlimited	Unlimited
Health Checks	--	--	--
Onsite Visits	--	--	--
Designated Single Point of Contact	--	--	--
Monthly Reporting	--	--	--
Quarterly Business Review	--	--	--

*Does not impact support Infrastructure SLA

Appliances – hardware replacement

Table 4

Appliances			
Support plan	Standard	Enhanced	Premium
Products Eligible	Non-production hardware Appliances	All hardware Appliances	All hardware Appliances
Hardware Replacement – Appliance, non-FRU Components	Standard Hardware Replacement	Standard Hardware Replacement	Advanced Hardware Replacement
Hardware Replacement – HDD	Advanced Hardware Replacement	Advanced Hardware Replacement	Advanced Hardware Replacement
Hardware Replacement – FRU Components (Others)	Standard Hardware Replacement	Standard Hardware Replacement	Advanced Hardware Replacement
Hardware-only Appliance Refresh Eligibility*	--	--	✓

* only for the following models of Appliances: X2520, X4520, X6520, X8520, 10K2

Hardware-only Appliance Refresh Eligibility

This is only available for the following models of Appliances: X2520, X4520, X6520, X8520, 10K2. If the Appliances have reached end-of-support, this allows the Appliances to be “refreshed” by:

- a. customer 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 Appliances of the above stated models purchased by a customer under a Premium Support plan.

Hardware-only Appliance Refresh Eligibility is also available for Appliances of the above stated models purchased under legacy plans Select and Select+

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Before your submit your first case

Authorized customer contacts

You must provide the names, locations, and telephone numbers of the individuals in your company, or designated third-party resources, who are your Authorized Customer Contacts. The number of Authorized Customer Contacts you may have is determined by the specific Support plan you have purchased.

Only your Authorized Customer Contacts will receive assistance from Imperva. This model is designed for your security, as well as to ensure that information provided by our Support Team to resolve a problem is implemented by authorized and trained individuals authorized by you. If you designate a third-party resource as an Authorized Customer Contact, that request must be in writing on a form provided by Imperva. This is critical as consultants will provide information that, if applied incorrectly, could compromise the integrity of your computing environment or system.

If you wish to change any Authorized Customer Contact information, please submit a case in the Support Portal or contact us via official telephone support channels.

Primary Contact

You must select a Primary Support Contact for your company that will have that designation in your account portal. The Primary Contact is responsible for assisting your users and operations staff with troubleshooting support issues relating to Imperva Products. The Primary Contact must be knowledgeable about a wide range of Product use and will be able to determine whether a particular issue can be solved internally or needs a referral to the Imperva Support Team.

Backup Contacts

A Backup Contact should be a co-worker of the Primary Contact at the same location. In the Primary Contact's absence, a Backup Contact should be able to perform all necessary duties.

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Submitting a case

When reaching out to our support channels to report a case, please provide the following information:

- Customer-ID or product serial number if this is a new case
- Service request number (if this is an existing issue already known to Imperva Support)
- 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 or Severity 2 issues

Please also be prepared to answer questions pertaining to your software and hardware configuration (eg. Product, Product Version, platform, OS, etc., as well as how we can reach you (if you are dialing in)). If you are calling in, your call will be returned in the order in which it is received.

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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 acknowledgment of the case, via email, including the case number.

Resolution of cases

Imperva shall commence the following procedure to correct an Error reported by a customer in the Products:

- 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
- Notify customer 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 the customer may not be due to an Error in the Products, Imperva will notify the customer. At that time, customer may:

- Instruct Imperva to proceed with problem determination at customer's sole 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 Products, 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. However, customer shall not be liable for charges arising from:

- Problem determination or repair to the extent problems are due to the Errors in the Products
- Work performed under this paragraph in excess of its instructions; or
- Work performed after customer has notified Imperva that it no longer wants to work on the problem determination (such notice shall be deemed given when received by Imperva)

If a customer instructs Imperva that it does not wish the problem pursued at its expense or if such determination required effort in excess of customer's instructions, Imperva may at its sole discretion and without liability, elect not to investigate the Error.

A case is considered closed once it has reached Resolution, or where customer does not respond to a request from Imperva within seven (7) consecutive days after Imperva's request.

RMA process for Appliances

In the case of a hardware failure of an Appliance, Imperva shall commence the following procedure 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.

Appliance return process

Customer must:

- return the defective Appliance to the address as directed by Imperva within ten (10) calendar days after issuance of the RMA number;
- display the RMA number on the outside of the shipping container;
- if available, include the Appliance’s original packaging and documentation; and
- ship the defective Appliance using freight collect.
- In any event, Customer must use due care in shipping the Appliance, including using protective bubble wrapping/foam and securing the Appliance in an appropriate shipping carton.
- 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 defective 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 provided as part of the RMA process will be paid by Imperva. Imperva may provide a prepaid shipping label to facilitate the return of the Appliance.

Support case escalation

Customers may request a case to be escalated at any time through the case lifecycle. If a customer is not satisfied with the normal support process, please use our Global Resolution Management Process detailed here.

Global Resolution Management Process

While requesting an escalation, please ensure you provide the following details:

1. Support case in reference to the current issue
2. Brief description of the nature of the escalation
3. Description of the impact the incident has on your business
4. Emphasis of any critical deadlines for resolution for this issue
5. Preferred contact method for the escalation manager to engage with

This process can be started by sending an email with the aforementioned to resolve@imperva.com.

The Global Resolution Management team receives the escalation and will follow up with the customer in addressing the escalation from start to finish, and will work with them closely until the closure of that escalation. Persons assigned as 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.

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. In addition to the escalation process described above, you can always call technical support hotline for urgent issues and to reach our team 24x7.

Appendix A – Terms and conditions for support and maintenance

The terms and conditions set out in this Appendix govern the provision of Support by Imperva as set out in the Customer Support Guide, and must be read together with the EULA. All terms not defined in Appendix B shall have the meaning as set out in the EULA.

1	MAINTENANCE
1.1.	Eligibility
1.1.1.	To be eligible for Maintenance, End User must have a current subscription for Maintenance for the applicable Product, procured either directly from Imperva or through an Authorized Third Party.
1.1.2.	Maintenance is included in all Software subscriptions. Legacy perpetual licenses for Software do not include Maintenance which must be purchased separately.
1.1.3.	Maintenance will be available solely to the extent Imperva makes Maintenance available for the specific Product to its customer base in general.
1.2.	Scope of Maintenance
1.2.1.	Software <ul style="list-style-type: none"> a. Maintenance consists of Imperva making available Upgrades and Updates to the customer upon the general commercial release of such Upgrades and Updates. Imperva makes available Upgrades and Updates on Versions of the applicable Software in accordance with Imperva's then current End of Life Policy. b. Software is designed for use with multiple databases, operating systems, and other third party products, up to the respective end-of support dates for such third party product as identified by the applicable third party vendor. Following the end-of-support date for a compatible third-party product, Imperva will not provide any error corrections, bug fixes, agent upgrades/updates or new feature development for its software 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).
1.2.2.	Appliances. Maintenance on Appliances consists of either Standard Hardware Replacement or Advanced Hardware Replacement.

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2.	SUPPORT
2.1	Eligibility
2.1.1.	Software. To be eligible for Support from Imperva, End User must: <ul style="list-style-type: none"> a. have a current subscription for Support from Imperva for the applicable Software procured either directly from Imperva or through an Authorized Third Party; b. be using a currently supported version of the Software; and c. install the Software in a Supported Configuration in accordance with the Documentation.
2.1.2	Infrastructure. To be eligible for Support from Imperva, End User must have a current subscription for the Infrastructure from Imperva procured either directly from Imperva or through an Authorized Third Party.
2.1.3	Appliances. To be eligible for Support from Imperva, End User must: <ul style="list-style-type: none"> a. have a current subscription for Support from Imperva for the applicable Appliance procured either directly from Imperva or through an Authorized Third Party; b. be using a currently supported version of the Appliance; and c. install the Appliance in a Supported Configuration in accordance with the Documentation.
2.1.4.	Standalone Products. Where an End User has purchased a Standalone Product: <ul style="list-style-type: none"> a. Imperva shall have no obligation to provide Support to End User; b. PPS shall be provided to End User by the relevant Authorized Third Party; and c. Imperva shall not be liable to End User in respect of PPS.
2.2	Authorised Customer Contacts
2.2.1	End User must identify to Imperva the End User's Authorized Customer Contact to serve as End User's primary points of contact for all Support issues, and such designated contacts will cooperate with End User to diagnose and resolve the Error or issue that is the basis for the support case.
2.2.2.	End User is permitted to designate third party consultants as Authorised Customer Contacts in accordance with Imperva's then current process. End User shall ensure such third parties are subject to a written obligation to comply with this Agreement. The acts and omissions of such third parties shall be deemed to be End User's acts and omissions.

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2.2.3.	All eligible Authorised Customer Contacts shall be entitled to access the Imperva support portal and Imperva community portal, subject to acceptance of the then current terms and conditions available at https://www.imperva.com/legal/support-portal-and-community-terms/ or such alternative location as Imperva may specify from time to time.
2.3	Scope of Support
2.3.1	Imperva provides Support in accordance with its then current Customer Support Guide and the associated level of Support for the Product that the End User is entitled to pursuant to the relevant Order.
2.3.2.	<p>In general:</p> <ul style="list-style-type: none"> a. Software. Support is to address Errors where Software, used in accordance with its Documentation and in a Supported Configuration, does not substantially conform to its Documentation. If Customer reports an Error and demonstrates a non-conformance with Documentation that can be duplicated by Imperva and that is not addressed by Maintenance, Imperva will aim to resolve such non-conformance. Resolving such non-conformance may include a Workaround or other temporary or permanent fix. In some cases a Workaround is the final solution. b. Infrastructure. Support is to address production issues for the Infrastructure. Subject to the remainder of this Section 2.3, and at Imperva's reasonable discretion, End User may also contact the Support Team for general information and implementation questions about the Infrastructure and troubleshoot operational problems with the Infrastructure. c. Appliances. Support on Appliances consists of either Standard Hardware Replacement or Advanced Hardware Replacement.
2.3.3.	<p>Imperva's right to determine course of action:</p> <ul style="list-style-type: none"> a. Software <ul style="list-style-type: none"> i. Imperva reserves the right to decide how a Resolution may be provided and in what time frame. Imperva does not represent or warrant that all non-conformities of the Software will be corrected. Imperva reserves the right to incorporate any Resolutions provided to End User into future revisions of the Software, in its sole discretion. ii. If an Error has been corrected as part of Maintenance, Imperva may require the End User to upgrade to the install the Update or Upgrade that contains the Error correction rather than providing a separate patch or workaround. iii. Imperva's exclusive responsibility and End User's sole and exclusive remedy for a failure to correct an Error will be that Customer may terminate the SKU corresponding to Maintenance that is directly affected by the Error, and receive a pro-rata refund of the fees paid for the remainder of the then-current term for such SKU. b. Infrastructure. Imperva reserves the right to decide how an Error with the Infrastructure may be resolved and, subject to the Infrastructure SLA, in what time frame. Imperva does not represent or warrant that all non-conformities of the Infrastructure will be corrected. Imperva reserves the right to incorporate any resolution provided to End User into future revisions to the Infrastructure, in its sole discretion. c. Appliances. Imperva reserves the right to decide whether Standard Hardware Replacement or Advanced Hardware Replacement is of an FRU component or a non-FRU component.

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2.3.4.	<p>The following non-exhaustive list of exclusions apply to Support:</p> <ul style="list-style-type: none"> a. Support is provided in English only; b. Support is provided remotely. On-site T&M Services may be procured separately, additional fees are payable; c. Support does not include installation, configuration, migration, and upgrade services of the initial Delivery of the Products or any subsequent Update, Upgrade, or implementation of hotfixes and patches. Such Services may be procured separately and additional fees are payable. The only exception is if migration of data to new storage devices(s) or location(s) is required as part of an authorized RMA; d. Preparation or delivery of any documentation other than the existing Documentation is not part of Support. Such Services may be procured separately and additional fees are payable; e. Imperva is not obliged to provide Support for Products that have not been deployed in Supported Configurations. End User may be required to purchase additional Services at additional fees; f. Support is only available for Products procured either directly from Imperva or an Authorized Third Party; g. Imperva is not obliged to support Products maintained or repaired by anyone other than Imperva personnel or authorised third parties; h. Imperva only provides Support for the Products. Imperva does not support any third-party products not provided by Imperva, including but not limited to, installation, configuration and maintenance of third-party products and interoperability of Products with third-party applications or other services. This exclusion does not apply to products / software that are necessary and appropriate for the normal use of the Product (e.g., compatible and supported operating system software); i. The installation of third party agents is prohibited as such agents impact the performance, stability, or compatibility of the Products. Where a third party agent is installed, Imperva is not obliged to provide Support; j. Imperva shall not be obliged to provide Support if in the reasonable opinion of Imperva the Product: (i) has been subject to deliberate act, accident, neglect or misuse, modification, improper programming, power failure or surge, unsuitable physical or operation environment or other than normal use or causes; (ii) utilizes support techniques, processes, workarounds, components or technology not provided by Imperva; (iii) is being used in a configuration which does not support the Product or in an environment that is not approved for use with the Product, or in which Imperva has not verified that the Product will operate, or where the solution has been tested and is known not to work, or work with limited functionality; or (iv) has not been used and maintained in accordance with the Documentation; k. Imperva cannot guarantee that any techniques, processes, or Workarounds pursued in addressing an Error or issue 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 the Product; and l. Imperva shall have no liability for any changes in customer's hardware, which may be necessary to use the Product due to a Workaround or maintenance release.
2.4.	End User dependencies
2.4.1.	End User acknowledges that Imperva is dependent on the cooperation of the End User in order to provide Support.
2.4.2.	To the extent that End User fails to meet a dependency that Imperva reasonably requires in order to provide Support, Imperva shall be relieved of its obligation to provide Support.
2.4.3.	<p>Imperva shall be deemed to be dependent on the End User:</p> <ul style="list-style-type: none"> a. providing data from the Product and associated installation environment (where relevant) in order to enable Imperva to diagnose the Error or issue and devise a Resolution; b. granting remote access and maintaining sufficient equipment and technology to facilitate Imperva to provide a remote diagnostic capability; and c. promptly providing Imperva with such other information as may be reasonably required to enable Imperva to provide Support.

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Appendix B – Definitions

The following capitalized terms shall have the meaning set out below. All other capitalized terms shall have the meaning as set out in the EULA or the main body of the Customer Support Guide (as relevant).

“Advanced 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;
“Authorised Customer Contact”	means an individual employed or retained by the customer who has been specifically designated as an authorised representative of customer for technical support requests;
“End of Life Policy”	means the Imperva End of Life Policy set out at (https://www.imperva.com/support/eol-policy/);
“Error”	means an issue with the Product which significantly degrades such Product as compared to the applicable Documentation. For Infrastructure, an Error refers to issues in production;
“Maintenance”	means the provision of Upgrades and Updates for Software upon the general commercial release of such Upgrades and Updates, or in respect of Appliances, means either Standard Hardware Replacement or Advanced Hardware Replacement as set out in the relevant Order;
“New Modules”	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;
“Resolution”	means when (i) the issue is resolved; or (ii) the source of the issue is determined to lie with a third party;
“Response Time”	means 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;
“Service Provider”	means an Imperva partner who has been onboarded as a service provider;
“Standalone Product”	means an Imperva Product or Service where Support does not include technical support;
“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;

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"Standard Support Hours"	means 8AM to 6PM local time at the location of the customer, during standard business days;
"Supported Configuration"	is an installation undertaken by Imperva or an Authorized Third Party and which is in accordance with the Documentation including following Imperva's sizing and partitioning recommendations and which solely consists of supported operating systems, hardware platforms, software solutions and applications, firmware levels, databases, devices, device drivers, and Imperva custom-developed scripts and other configuration elements, as defined in the Documentation, or that Imperva has otherwise approved in writing, as working in conjunction with and/or supporting the Product;
"Support Fee"	means the current annual fee payable for the support entitlement for a Product;
"Support Partner"	means an Imperva partner who has been onboarded as support partner;
"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;
"Versions"	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 End User to avoid an Error without substantially impairing use of the Product;

Appendix C – Notification strategy

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

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

Customers may opt in for such push notifications by going to “My Subscriptions” in the Customer Support Portal and selecting the type of information the customer wants to receive notification on. Information on the types of patches can be found in the End of Life Policy available at <https://www.imperva.com/support/eol-policy/>

Appendix D – FAQs 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.

Steps to log an escalation:

- Log on to Imperva Customer Support Portal (if you do not have a portal account, please register [here](#))
- Go to list of open cases and open the 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.

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[What are the ways to escalate or contact the Resolution Management Team?](#)

Currently, 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 escalation at once?](#)

No. Escalations should be infrequent and need to relate to an open case. 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.life cycle.

[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.

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Appendix E – Legacy plans

This section sets out information on legacy plans which are no longer currently offered by Imperva.

Customer-Managed Software Support Service Levels

	Select	Select+*
	All perpetual Imperva products	All perpetual Imperva products
Service Hours	24×7×365	24×7×365
Customer Support Portal Access	✓	✓
E-mail Support	✓	✓
Phone Support	✓	✓
Priority Call Routing	✓	✓
# of Authorized Customer Contacts	Unlimited	Unlimited
Health Checks	Two	Two
Onsite Visits	--	--
Designated Single Point of Contact	--	✓
Monthly Reporting	--	✓

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Hardware Replacement – Appliance, non-FRU Components	Advanced	Advanced
Hardware Replacement – Appliance FRU Components	Advanced	Advanced
Hardware-only Appliance Refresh Eligibility**	✓	✓

*Requires commitment to minimum annual support contract.

** only available for the following models of Appliances: X2520, X4520, X6520, X8520, 10K2

Hardware-only Appliance Refresh Eligibility

This is only available for the following models of Appliances: X2520, X4520, X6520, X8520, 10K2. If the Appliances have reached end-of-support, this allows the Appliances to be “refreshed” by

- a. customer purchasing a new Appliance at Imperva Appliance spare pricing, and
- b. transferring the software entitlement of the original Appliance to the new spare.

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