Cyren Support Services

Cyren Support is available via phone, email, or our web support contact page and strives to assist you in deriving maximum value from your Cyren service subscription by providing any needed information and helping resolve any service issues which may arise. Bronze Support is included in your Cyren WebSecurity or Cyren EmailSecurity service subscription. Silver and Gold Support may be purchased for an additional fee - please contact your Cyren account manager for more details.

Service Level Agreement (SLA) Response Times*

Support Service Level Agreement

	Bronze	Silver	Gold
Email	✓	✓	✓
Web	✓	✓	✓
Phone	***Only in first 90 days**	✓	✓
Dedicated TAM			Add-on*
Support Hours	9 am – 6 pm local time Business days only	9 am – 6 pm local time Business days only	24x7
Initial Response			
P1	4 business hours	2 business hours	30 min
P2	8 business hours	4 business hours	1 hours
P3	2 business days	8 business hours	4 hours
P4	4 business days	2 business days	8 hours

**Dedicated Technical Account Manager (TAM) is available in Gold service level for a flat annual fee.*

Cyren support engineers will provide an initial response to your support request based on the SLA table above. Bronze and Silver Support are provided during the local business hours noted above. Gold Support guarantees a response to requests made at any hour or day of the week.

Severity Levels

Severity	Priority	Description
Critical	P1	• Service is unavailable • Administration Portal is unavailable • Critical business operation is severely affected by inadequate performance
Major	P2	• Continuous or frequent degradation in service performance • Limited availability of the Administration Portal
Minor	P3	• An issue that has minor impact on the Administration Portal functionality • Occasional degradation of service performance affecting non-critical business operation • An issue for which a successful workaround has been provided
Information request	P4	• Service and the Administration Portal are available and unaffected. • General information and feature requests • Questions related to the service or Administration Portal

How It Works

For each issue you report, a unique Support Case Number will be assigned. The Case Number must be used for all follow-up until the issue is resolved. For email correspondence, a case identifier will be added to the subject line of all outgoing messages. Please leave the subject line intact to allow our system to track messages automatically.

What Information to Report

In order for us to address reported support cases quickly and efficiently, we encourage you to provide detailed information including the following:

- Cyren service name
- Your organization name
- Date and time of the issue
- Description of business impact

- Detailed description of the issue, current and expected behavior
- For Cyren WebSecurity:
    - Affected usernames, device type, operating system, browser type and version, Web Security agent version
    - PAC file URL and the PAC file downloaded on the affected system
    - Description of troubleshooting that has been performed

Escalation Procedure

To ensure the highest quality of service possible, an internal escalation procedure is in place to identify high priority issues and obtain additional resources as required by the scope and urgency of the situation. The table below identifies the escalation path by elapsed time for any unresolved critical or major issues:

Priority	Severity	Escalation
P1	Critical	1 hour: Director of Support Services 2 hours: VP Support Services, VP Product
P2	Major	2 hours: Director of Support Services 4 hours: VP Support Services, VP Product

Cyren support engineers are committed to working diligently and professionally towards the resolution of all support cases. However, we cannot guarantee the full resolution of issues or requests when causes are identified to be external to the Cyren WebSecurity or EmailSecurity system, and consequently out of Cyren's control.

Contact Support

Subscribers may engage Cyren support services as follows:

1. Via our web support contact page
2. Via telephone in the United States:
    - +1-650-864-2090
    - +1 855-323-5955 (toll-free)
3. Via email at support@cyren.com