

## 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. Standard Support is included in your Cyren service subscription. Gold Support may be purchased for an additional fee - please contact your Cyren account manager for more details.

### Support Service Level Agreement

	Standard	Gold
<b>Email</b>	✓	✓
<b>Web</b>	✓	✓
<b>Phone</b>	✓	✓
<b>Dedicated TAM</b>		Add-on**
<b>Support Hours</b>	9 am – 6 pm local time Business days only	24x7
<b>Initial Response</b>		
<b>P1</b>	4 business hours	30 min
<b>P2</b>	8 business hours	1 hours
<b>P3</b>	2 business days	4 hours
<b>P4</b>	4 business days	8 hours

Cyren support engineers will provide an initial response to your support request based on the SLA table above. Standard Support is available during the local business hours noted above. Gold Support is available at any hour or day of the week.

### Severity Levels

Severity	Priority	Description
Critical	P1	<ul style="list-style-type: none"> <li>- Service is unavailable</li> <li>- Administration Portal is unavailable</li> <li>- Critical business operation is severely affected by inadequate performance</li> </ul>
Major	P2	<ul style="list-style-type: none"> <li>- Continuous or frequent degradation in service performance</li> <li>- Limited availability of the Administration Portal</li> </ul>
Minor	P3	<ul style="list-style-type: none"> <li>- An issue that has minor impact on the Administration Portal functionality</li> <li>- Occasional degradation of service performance affecting non-critical business operation</li> <li>- An issue for which a successful workaround has been provided</li> </ul>
Information request	P4	<ul style="list-style-type: none"> <li>- Service and the Administration Portal are available and unaffected.</li> <li>- General information and feature requests</li> <li>- Questions related to the service or Administration Portal</li> </ul>

## 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

## 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 Customer Success, VP Products
P2	Major	2 hours: Director of Support Services 4 hours: VP Customer Success, VP Products

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 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
  - United States: +1-650-864-2090; +1 855-323-5955 (toll-free)
  - UK: +44 800-048-8166
  - Germany: +49 30 52 00 56 130
  - Israel: +972 9-863-6888
3. Via email at [support@cyren.com](mailto:support@cyren.com)