

Technical Support Services Guidelines

The following technical support services guidelines (Guidelines) apply to support for the services to the extent set forth in your Google Apps - Security and Compliance Agreement entered into by and between Google and Customer (the "Contract"). These Guidelines may be updated by Google from time to time. Capitalized terms not defined herein shall have the meaning set forth in the Contract.

Standard Support

- Automatic product upgrades and maintenance updates of the Services at no additional charge.
- Access to self-paced online training sessions designed to assist Customer with learning about the Services.
- Access to the Google Apps – Security and Compliance Knowledge Base located at www.postini.com/support, which contains answers to commonly asked questions and techniques for optimizing the Services. New articles will be added to the Knowledge Base from time to time.
- Access to the Google Apps – Security and Compliance Support Portal located at www.postini.com/support, to report and resolve issues concerning the Services, to receive news of upcoming releases, changes, future plans, and to view System Status “traffic lights” that show current email delivery throughput and web performance.
- Emergency telephone support available 24x7 for when Customer's network is not receiving any inbound email (and/or outbound email, if Customer is utilizing the Google Apps – Security and Compliance outbound filtering services).
- Telephone support for routine cases is provided for U.S. customers by the Google Apps – Security and Compliance Customer Support Center located in the U.S. via a toll-free number (within the United States and Canada) and for Customers in EMEA by the Google Apps – Security and Compliance Customer Support Center located in the UK via a telephone number during the hours published in the “Support” section of the Google Apps - Security and Compliance website at www.postini.com/support.

Express Support (may be purchased for an additional fee)

All services listed above under “Standard Support” plus:

- Telephone support for routine cases is provided by the Google Apps – Security and Compliance Customer Support Center located in the U.S., via a toll-free number (within the United States and Canada) and for Customers in EMEA by the Google Apps – Security and Compliance Customer Support Center located in the UK via a telephone number that is dedicated to Premier and Express Support Customers, during the hours published in the “Support” section of the Google Apps – Security and Compliance website at www.postini.com/support.
- Calls are routed to Senior Support Engineers, with a high priority status for quicker responses.
- Monthly Message Traffic Summary reports will be provided as part of Express Support
- The TAM group will provide email notifications regarding spam/virus advisories to Customer's designated contacts

Premier Support (may be purchased for an additional fee)

All services listed above under “Express Support” plus:

- A Technical Account Manager (“TAM”) will be assigned to Customer to provide technical expertise and services, including project planning (subject to project limitations), support case tracking and escalation, fault escalation and fault remediation communication.
- The TAM will also conduct periodic onsite visits, provide monthly Message Traffic Summary reports, communicate event-specific information applicable to the Customer, review the Customer's configuration settings periodically to help optimize the Services received, provide product roadmaps and inform the Customer in advance of product releases.
- The TAM group will provide email notifications regarding spam/virus advisories to Customer's designated contacts.
- Customers with offices located outside of the U.S. will also be able to contact the Google Apps – Security and Compliance Customer Support Center located in Europe.
- A secondary TAM will be assigned to Customer as a backup if the primary TAM is unavailable.
- Premier Support also includes the Service Level Objectives set forth in the table below, subject to the Customer meeting the following obligations:
 - During the term of the Contract, a minimum of 2 technically qualified personnel are trained for relevant Google Apps – Security and Compliance product support and administration skills via the Google Apps – Security and Compliance Education and Training team. This training should be executed within 60 days of the Contract Effective Date and thereafter during the term of this Contract Customer needs to ensure that it has the sufficient number of technical staff (and in no event fewer than 2 personnel) who are trained with respect to the Services. Such training shall be provided by Google on a schedule to be published by Google. Initial training shall be provided free of charge but repeat training may be on a chargeable basis.
 - Correct Support processes are followed by the Customer for due diligence (i.e. reference to Administration Guide for documented procedures or reference to Knowledge Base for known solutions. With the exception of critical issues where time is of the essence, customers are requested to make full use of the available Google Apps – Security and Compliance support services such as the Google Apps – Security and Compliance Support Portal, Knowledgebase and Product Documentation to ascertain existing solutions).
 - Correct Support processes are followed for logging relevant severity issues as set forth in the table below:

Premier Support Service Level Objectives			
Severity Level	Issue Logging	Initial Response	Support Objectives
Critical business impact or critical loss of service	Issue must be logged via the telephone	<ul style="list-style-type: none"> • 75% of calls within local Business Hours will be responded to within 1 minute. • 25% of calls within local Business Hours will be responded to within 3 minutes. • Calls outside local Business Hours will be responded to within 30 minutes. 	The issue logged will be worked until email flow service is restored or steps required to restore the service have been identified and communicated to you. For 95% of support cases received from Customer during each annual support period, a resolution or next steps action plan will be relayed within next 2 Hours.
Major or partial loss of service where a work around does not exist	Issue may be logged via the telephone or the Support Portal	<ul style="list-style-type: none"> • Issues logged will be responded to within 1 Business Hour 	<p>The issue logged will be worked through normal Business Hours.</p> <p>For 85% of cases during each annual support period, a resolution or an initial next steps action plan will be relayed within next 4 Business Hours.</p>
Question or how to queries or minor service impact	Issue may be logged via the telephone or the Support Portal	<ul style="list-style-type: none"> • Issues logged will be responded to within 3 Business Hours 	<p>For 75% of cases during each annual support period, a resolution or an initial next steps action plan will be relayed within next 8 Business Hours.</p>
Documentation and enhancement requests	Issue must be logged via the Support Portal	<ul style="list-style-type: none"> • Issues logged will be responded to within 5 Business Days 	<p>For 65% of cases during each annual support period, a resolution or an initial next steps action plan will be relayed within next 15 Business Days.</p>