SMB Cloud Service
Service Level Agreement

1. INTRODUCTION

Check Point Software Technologies Ltd. ("Check Point") is pleased to offer you its Cloud Managed Security Services ("SMB Cloud Service") to provide you with enterprise-class security for your network assets, in a simple all-in-one solution ideal for small and medium-sized (SMB) businesses. Check Point SMB Cloud Service is designed to provide remote management of SMB appliances and software blades by Check Point's experts.

2. SERVICE FEATURES & DELIVERABLES

2.1 **Remote Management** – First time configurations and setup, on-going changes to security policy, on-going changes to network configuration (backup and restore), and general configuration changes. Your security services will be remotely managed 24x7 by Check Point's security experts with support based on Standard support level response times as shown below.

2.2 **Automatic Firmware Upgrades –** Provides automatic delivery of firmware upgrades.

2.3 **Remote Logging** – Uploading and storage of security logs in the Check Point's cloud. You can access these logs through a web portal at https://logcloud.checkpoint.com.

2.4 **3D Security Reports** – Security reports will be generated at least once a month to the registered user in Check Point's user center. Note: the generation of reports depends of the gateway connectivity to the SMB Cloud Service (i.e. a gateway that was not connected at the time of generation of the report will not receive a report even if it was connected during most of the report period).

3. TECHNICAL SUPPORT

As part of Check Point's SMB Cloud Service, Check Point offers technical support for both Software and Hardware as described below.

3.1 **TAC Access**. Customer's access to Check Point's Technical Assistance Center (TAC) will be either by web request, or by live chat.

(a) By Web Request: Log into User Center, under the "Support" Tab, select the "Create Service Request" link. Complete the request form with all of the appropriate information about the issue and submit the request. A Service Request will be generated in the Check Point database.

PLEASE NOTE: DO NOT submit a Service Request for a Severity 1 issue via the Web request form. For a Severity 1 case, please contact Check Point by chat.

(a) By Live Chat: Log into User Center, under the "Support" Tab, select "Live Chat" icon. Live Chat is for quick and simple questions about Check Point products and services. Any issue requires troubleshooting must be submitted by web request.

Availability and accessibility of TAC is in accordance with the specifications of this Agreement.

TAC Availability	7x24 Every Day
Unlimited Service Requests	Yes

3.2 **Web-based Support**. Check Point web-based Support available at URL:https://www.checkpoint.com/smb/support

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provides the Customer access to:

(a) **Documentation**, containing product documentation, release notes, troubleshooting guides and technical white papers about Check Point Software and Hardware products, as releases become generally commercially available.

(b) **SecureKnowledge**[SM], a self-service knowledge base, restricted repository of thousands of technical documents as well as tools covering everything from planning installation and upgrades, to understanding error messages and fixing specific known issues. Technical solutions, how-to's, and troubleshooting documents written by Check Point engineers and technical staff are added daily. When a solution is identified to solve an issue, Check Point TAC may share this solution with customer via email or verbal communication.

As part of Check Point's SMB Cloud Service, customer will be granted with Advanced access to Check Point's Knowledge Center.

(c) **Product Forums**, containing shared knowledge of Check Point products and solutions within an online community of customers, partners and employees, as well as news on Check Point products and technologies. Support customers can view and post on the discussion threads in all Forums.

3.3 **Severity Level Response Time**. Check Point agrees to use commercially reasonable efforts to respond to customer requests based on the Severity of the issue within specified time target(s) shown in the table below.

Severity Level	Response Time	Commitment
Severity 1	30 Minutes	Check Point and customer will commit the necessary resources around the clock for problem resolution to obtain workaround or reduce the severity of the error.
Severity 2	2 Hours	Check Point and customer will commit full-time resources during normal business hours for problem resolution to obtain workaround or reduce the severity of the error and alternative resources during non-Standard Business Hours.
Severity 3	4 Hours	Check Point and customer will commit full-time resources during normal business hours for problem resolution, to obtain workaround or reduce the severity of the error.
Severity 4	4 Hours	Check Point and customer will provide resources during normal business hours for problem resolution.

*Detailed Severity definitions are noted in Check Point's general service level agreements for products.

3.4 **Support Focal Point**. Check Point Technical Assistance Centers are staffed by Support engineers who have extensive experience in supporting large-scale networks and providing assistance with diagnosis and resolution of defects and/or failures in Check Point products. As a single point of contact for all of customer's support needs, TAC Support engineers are grouped by expertise and experience, to ensure that TAC responds as quickly as possible by priority in accordance with the terms of the Support plan and this Agreement.

- 1st Level support
- Escalation Support Engineer

3.5 **Advance Replacement**. With Check Point hardware support, Customer is entitled to Advance Replacement service on the hardware. After TAC determines that the hardware issue is related to a malfunction of one of the appliance components, Check Point will provide Advance Hardware Replacement of the faulty hardware product via next business day (NBD) shipment.

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4. MISCELLANEOUS

The service includes one 620, 640 or 680 model security appliance per customer order on loan for the service period. Check Point retains ownership to the products provided to the end user for the purpose of service delivery. At the end of the service period, the end user shall have the following options:

a. Return the product to Check Point.
b. Renew the SMB Cloud Services.
c. Purchase the product at a discounted rate of 15%.

Check Point support offerings are operational in nature and may be modified periodically by Check Point.

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