

proofpoint™

VERSION 9.4

PROOFPOINT SUPPORT GUIDE 2017

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INTRODUCTION

Thank you for choosing Proofpoint products and services. This document provides essential information that will assist you in utilizing Proofpoint's Customer Success offerings in the best manner possible.

Note that this is not a guide to using our [Proofpoint Customer Success Center \(PCSC\)](#), although it will help you get started. To learn more about how to navigate cases and other functions of the PCSC, please login to our [Proofpoint University](#) and take our free web-based training titled - Introduction to Proofpoint PCSC.

If you have any questions about this guide, our Professional Services capabilities, Technical Account Managers, or Support offerings, please contact us by opening a case in the PCSC or reaching out to your Sales Representative / Account Manager.

IMPORTANT NOTES

Products Covered by this Document

Proofpoint Customer Success teams cover multiple product sets that have different requirements. This guide is geared towards Administrators/Managers of Proofpoint Protection, TAP, Archiving and Threat Response products. If you have purchased other Proofpoint products, please contact your Sales Representative / Account Manager for the relevant documentation.

Support Services Program Description

The full text of the [Proofpoint Support Services Program](#) can be found on our web site. This document provides a comprehensive description of the services Proofpoint is committed to providing every customer.

Support for Pre-Sales Evaluations

Proofpoint offers complementary support coverage during business hours for all pre-sales evaluations. Coverage for hours outside normal business hours is not provided unless specific arrangements are made with our Pre-Sales or Professional Services team.

Support Exclusions

The aforementioned Proofpoint Support Services Program document describes some of the categories of items not covered by Support services, but here are some concrete examples:

- TAP Dashboard training
- On Premise Upgrades
- Firewall configuration
- Sendmail configuration
- Exchange Server configuration
- Operating systems maintenance for software only installations
- Hardware support for customers who did not purchase an appliance
- Customized Reporting

Professional Services

Proofpoint has a strong and committed Professional Services team which is available to assist remotely or onsite with:

- Installation and migration services
- Custom configurations and projects
- System health checks
- Anything else not covered by Proofpoint Support

SUPPORT PROGRAM OFFERINGS

Proofpoint's currently available Support Programs include:

Feature	Self Service	Platinum	Premium	Global Add On
Support available via Portal	✓	✓	✓	✓
Phone Access				
For P1 during business hours	✓	✓	✓	✓
For all cases during business hours		✓	✓	✓
For P1 cases 24x7		✓	✓	✓
For all cases				
Named Technical Account Manager			✓	✓
Case tracking and oversight			✓	
Project and configuration consultation			✓	
Number of default named contact	2	4	6	12
SLA				
P1 Response	48 hours	1 hours	1 hour	1 hour
P2 Response	48 hours	4 hours	4 hours	4 hours
P3 Response	48 hours	8 hours	8 hours	8 hours
P4 Response	48 hours	16 hours	16 hours	16 hours
RFE	10 days	10 days	10 days	10 days

You can find the full list of Support Program features at <https://www.proofpoint.com/us/technical-support-offerings>

Please consult your contract for a full description of your support program or see the [Proofpoint Support Services Program](#) on our website for an overview.

SUPPORT BUSINESS HOURS

Support business hours will vary depending on the time zone you selected when purchasing Proofpoint products. These hours are formally defined against UTC to ensure that customers at window boundaries (e.g. Hawaii and New Zealand) are properly covered, irrespective of Daylight Savings Time. Also note Proofpoint Holidays are excluded and do not count as business hours. (See PCSC Welcome tab for current holiday listings)

Zone	Starts	Ends	Days/Week
AMER	07:00 EST 12:00 UTC	22:00 EST 3:00 UTC	Monday - Friday
EUR	05:00 CET 04:00 UTC	20:00 CET 19:00 UTC	Monday - Friday
APAC	06:00 JST 21:00 UTC	21:00 JST 12:00 UTC	Monday - Friday
ME	04:00 CET 03:00 UTC	16:00 CET 15:00 UTC	Saturday - Thursday
Global	00:00 UTC	23:59 UTC	Sunday - Saturday

USING THE PROOFPOINT PCSC

Primary interface to Proofpoint Support is via the Proofpoint Customer Success Center (PCSC). The PCSC is designed to facilitate easy and open communication between our customers and the different departments within Proofpoint. Support will involve as many team members as necessary to resolve your issues in a timely manner.

The PCSC is accessible through the internet at <https://proofpointcommunities.force.com/support/home/home.jsp>. A number of browsers are supported for your convenience. Access instructions are emailed to authorized contacts when their account is created. In the case of a new installation, this account would be set up by your Account Manager.

Legacy CTS Portal Access

Customers who have been with Proofpoint for a while may have used our previous Case Tracking System (CTS). Tickets closed before February 2017 may be accessed in Read Only mode by logging into CTS via <https://support.proofpoint.com>. You may not reopen or create new tickets via this legacy portal. CTS should only be used to remind you about information and solutions that were previously communicated.

Named Contacts

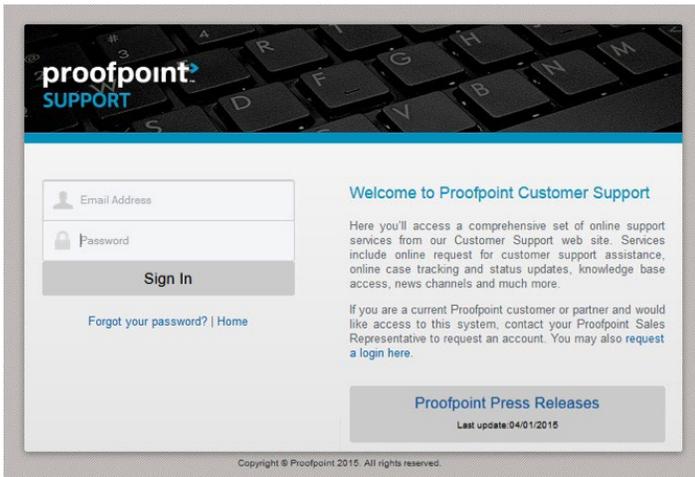
Proofpoint Support will only work with knowledgeable, authorized, named contacts for issues or questions about products or services. This is for your security as well as ours.

After you have been on-boarded with your Proofpoint product(s), in order to continue to be a Named Contact on the PCSC, you will need to pass the Proofpoint Accredited Administrator web-based training for your product(s) within 90 days.

If you do not have a [Proofpoint University](#) login, please request one via a [PCSC Training Request](#) case. Another qualified named contact from your company can also request a login in your name.

When you login to Proofpoint University, you will find this and other meaningful instructions under the My Courses tab. All listed web-based training are complementary for Proofpoint Customers.

To add additional authorized contacts, or to change current contact information, an existing named contact must submit a request via a [PCSC Training Request](#) case. Then these potential contacts must first pass the Proofpoint Accredited Administrator web-based training for their product(s) before they can work with Proofpoint Support.



Logging into to the PCSC

When your PCSC contact is set up, you will receive a Welcome Letter explaining how to log in using your email address and a temporary password that you will change when you first log in. If you ever forget your password, you may reset it using the “*Forgot your password?*” link on the login page.

Every page on the PCSC has four navigation links **Home, Cases, Knowledge, Profile and News Subscriptions**. See each section below for a detailed explanation of each page.

Home

After you have logged in, you will be brought to the **Home** page, Welcome tab by default.

The Welcome tab contains:

Customer Account(s) Information

- Support Time Zone – This correlates to your supported Business Hours
- Support Level – This correlates to your Contract Level
- Support Hotline – The number you use to phone Support
- Business Hours – For your Support Time Zone and Level

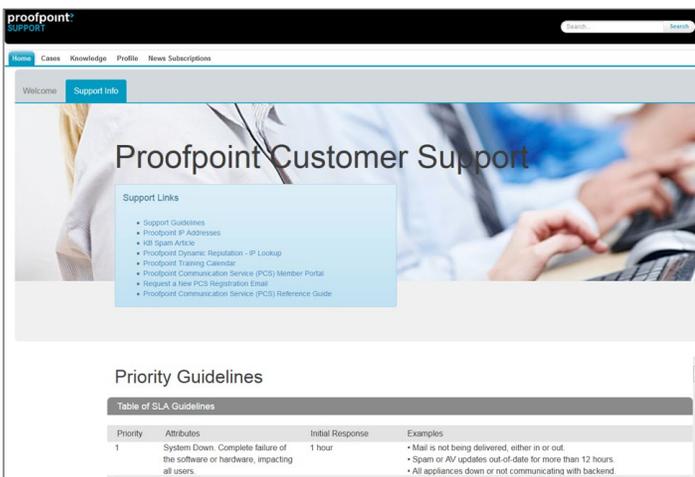
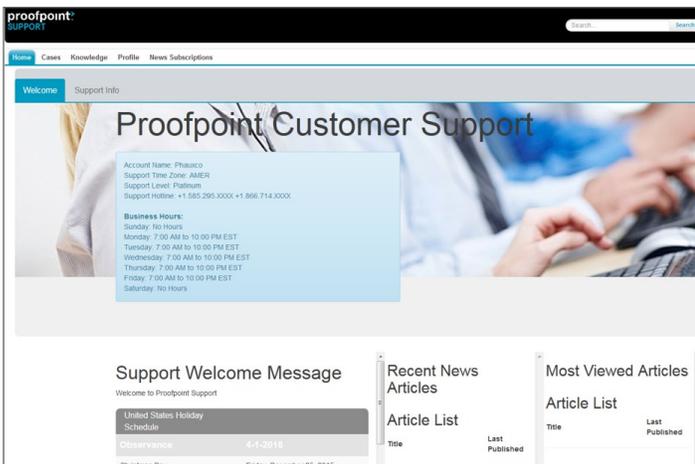
Holiday Schedule – Correlated to your Support Time Zone/ Business Hours

The Support Info Tab contains:

Support Links – Links to useful, current, support-oriented information.

- Support Guidelines – A link to this document.
- Proofpoint IP Addresses – A pop-up window that describes what IP address must be accessible for Proofpoint to function properly.
- KB Spam Article – KB Article explaining about Spam.
- Proofpoint Dynamic Reputation IP Lookup – Look up your IPs or domains if they are blocked.
- Proofpoint Training Calendar – Link to the current calendar of training classes.
- Proofpoint Communication Service (PCS) Member Portal – Link to the site where you may configure how you get alerts from Proofpoint.
- Request a new PCS Registration Email – If you don't have a login to the Proofpoint Communication Service you may request one
- Proofpoint Communication Service (PCS) Reference Guide – How to use PCS

Priority Guidelines – A copy of the Priority matrix in this document. Setting the correct case priority helps establish mutual expectations between Proofpoint and your organization.

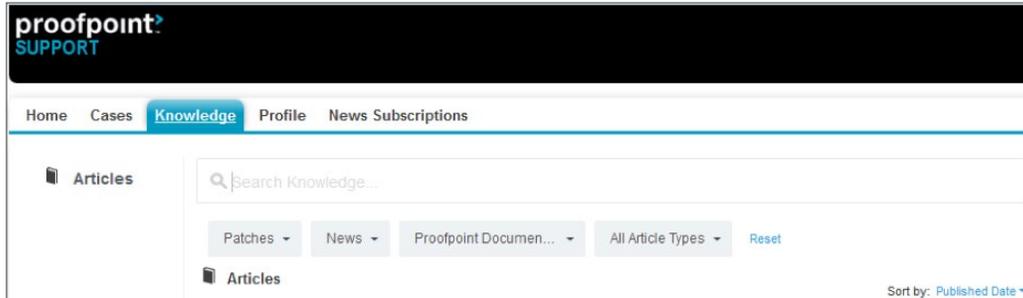


Knowledge

Proofpoint has a wealth of information in its Knowledge Base. We encourage customers to search the Knowledge Base before entering a case as it is likely that the issue and its resolution are already documented.

Use the pull-downs below the *Search Knowledge* field to filter your potential results. You can filter by *Proofpoint Documentation* for a particular Product/Component or by *Patches* to find fixes for a particular version, by *News* to see just News Articles or by *Article Type* to filter the kind of information that will be included.

Then use the *Sort* by drop-down to show you the articles with, for instance, the newest *Published Date* or *Best Rating* or *Most Viewed* at the top of your list.



Cases

Here is where you can view your Company's open cases or create a new case. You may also use this option to view closed cases as well.

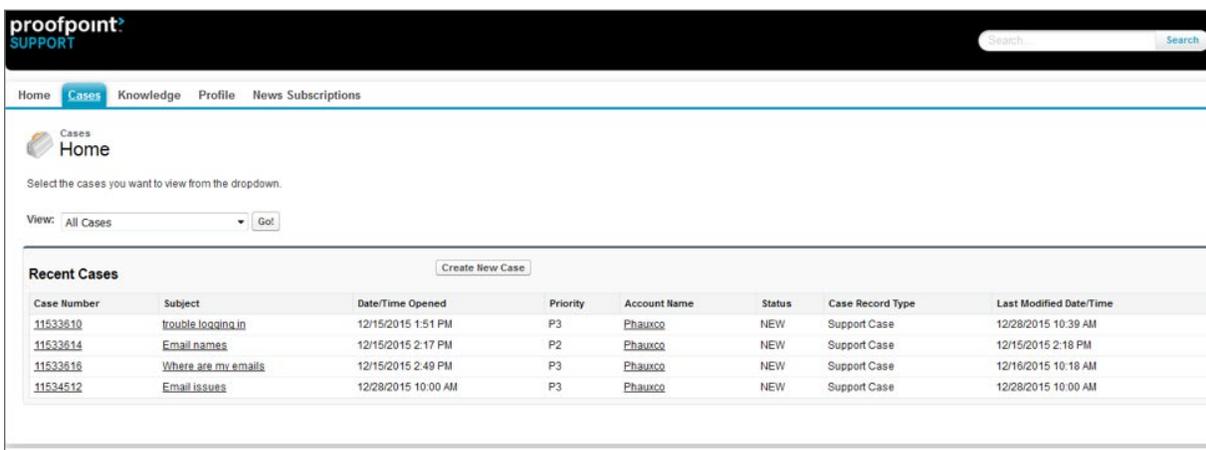
How to Search for Cases

Before opening a new case we encourage customers to review your Company's currently open cases. It is possible that the problem you are attempting to resolve has been reported by one of the other contacts at your company.

View Pulldown:

- All Open Cases – Cases currently open for your Company
- My Cases – Cases for issues you have reported
- Recently Viewed Cases – Cases you have looked into
- My Open and Closed Cases
- My Open Cases

Choose one of these Views depending on whether you are searching for all your company's cases or just the ones you have entered. Once you have selected the View, hit the "Go" button to execute the search.



If you want to search for a particular keyword you can use the search form in the upper-right portion of your screen. However this will also bring up Knowledge Base Articles, Questions, Contacts and Accounts as well as Cases.

How to Open a Case

From the Cases page please choose the “Create New Case” button. Or if you have changed the Case View, you can choose the “New Case” button from the results page.

We ask that you clearly describe only one problem/question per case. This allows Support to focus on an issue and its resolution before addressing other problems/questions. It also allows the advantage of multiple Support Technicians working on different calls in parallel. It can become confusing for both Proofpoint and your organization when a number of issues are reported within the same case.

First you will need to select the Case Record Type. This will help make sure the case gets routed to the correct case queue and appropriate technical representatives.

The screenshot shows a web interface for creating a new case. At the top, there are navigation links: Home, Cases, Knowledge, and News Subscriptions. Below this is a header for 'New Case' and the title 'Select Case Record Type'. A sub-header says 'Select a record type for the new case.' The main form area has a dropdown menu labeled 'Record Type of new record' with 'Support Case' selected. Below the dropdown are 'Continue' and 'Cancel' buttons. At the bottom, there is a table titled 'Available Case Record Types' with two columns: 'Record Type Name' and 'Description'.

Record Type Name	Description
Blocked Sending IP (PDR)	Report/unblock an IP address blocked by Proofpoint Dynamic Reputation (PDR)
Email Classification Errors (FN/FP)	Submit False Positive / False Negative Examples to Threat Team
Request for Enhancement	Submit a Request to Enhance Proofpoint Products
Support Case	Submit Incidents or Questions about Proofpoint Products
Support Contact: Add/Update/Removed	Support Portal Contacts to be Added, Removed, or Updated
Training Request	Submit a Request to Receive Training on Proofpoint Products

We may add new case types at any time. They will each have a description to help you choose.

Each Case record type contains a slightly different set of fields with the required fields as indicated with a red bar. Here are some hints for filling in the various case fields:

Product Type – The Products available in the drop down list provide high-level information to help categorize the nature of your question/problem. Please try to choose an appropriate Product as this can expedite case processing.

Component – The Components available in this dropdown list help to further categorize the nature of your question/problem and lead Support to a resolution quicker.

Subject – Please provide a one line summary that provides a concise statement of your question or problem.

Description – Please provide a detailed description of the question/problem including background, history, observations, and steps you have taken to resolve the situation. Also include recent changes to your Proofpoint system or other systems that may affect it, plus any other information that you think will contribute to resolving the case.

Attachments – Take advantage of the PCSC attachment feature by adding files which you believe will aid in a timely resolution. Please include items such as screenshots, log files, spam messages and system configuration files (e.g. filter.cfg). Note that there is a 25MB attachment size limit.

Priority – Setting the correct priority for your case helps establish mutual expectations between Proofpoint and your organization. If your case is not being handled to your satisfaction, please use the Escalation Procedure (see section below) instead of just raising the priority.

The examples below are not meant to be an exhaustive list, but are to be used as guidelines to help determine the Priority of your issue.

Targeted Response Times

Priority	Attributes	Response Target	Examples
1	Complete failure of a service, product or hardware, impacting all users.	1 hour	<ul style="list-style-type: none"> Mail is not being delivered, either in or out. Spam or AV updates out-of-date for more than 12 hours. All appliances down or not communicating with backend. Any UI unreachable on a mass scale. TAP dashboard unavailable. No one can access Share messages. Mail not archiving. Search or Supervision unavailable. You are under an audit or court order, and system is severely underperforming.
2	Service or product or hardware is operating in degraded mode. One or more subsystems are not functioning or impacting only a subset of the users.	4 business hours	<ul style="list-style-type: none"> Mail delivery is delayed by more than 15 minutes. Minor hardware failure not affecting mail flow. Significant performance degradation. Journal Mailbox backlog or stuck message preventing archiving. Some appliances are down at the customer datacenter. Stubbing is not functional. Appliance RMA.
3	All major functionality is working. Non-critical systemic issues. The product or service is running with limited functionality in one or more subsystems.	8 business hours	<ul style="list-style-type: none"> The formatting of a digest is not correct for some email clients. Spam False Negatives/False Positives. Minor Journal mailbox backlog, but still archiving. Reports not running. Client is unable to find a message in the archive. Archiving issues reprocessing. Specific functions not available for a subset of users.
4	"How To" Questions or issues with no functionality degradation	16 business hours	<ul style="list-style-type: none"> How do I configure a rule that stops spoof emails? Cosmetic bugs in the GUI. Need assistance in setting up Outlook Folder Tool. Need assistance configuring new feature. Questions on User Interface (search for a message, create a legal hold, policy or report, help with TAP Dashboard, Share).
RFE	Request for Enhancement	10 business days	<ul style="list-style-type: none"> I would like to create a new report that is not currently available through the UI. I would like to have the Proofpoint software running on my Pocket PC operating system. I would like to make changes in the UI that aren't currently available.

Special Notes on Email Classification Error Cases

Proofpoint has a separate Threat Analyst Team, supporting issues such as False Positives and Negatives for combating Spam, Phish and Malware. To create an Email Classification Error Case, please choose Email Classification Errors (FN/FP) from the Case Record Type pulldown on the New Case -> Select Case Record Type window. See screenshot on page 8.

Option A – Check Send/Receive Issues

Enter a domain and click Lookup to see if the domain is being blocked. If so, then press Request Delisting to open a case. Our analysts will figure out why the blockage is happening and help you to remediate any issues.

Option A - Check Send/Receive issues: Email to your organization isn't arriving at all, or email you're sending isn't reaching others.

Domain:

If you have a blocked IP address please [Submit a PDR case](#)

Option B – Report Mail Filtering Issues

Please fill out the Priority, Subject and give us a brief description of your email issue. Then use the Problem Type pulldown to indicate you are experiencing a False Negative or False Positive situation.

Reporting False Negatives – Unwanted Email Is Delivered

If you are finding unwanted email in your mailbox, you must either provide us with a Reference ID from the PPS GUI/Quarantine or attach the message(s) as per the instructions on this page.

Option B – Report Mail Filtering Issues: Unwanted email is being delivered (False Negative), or wanted email is being blocked (False Positive)

Report Filtering Issues, STEP 1 of 2: Provide Case Details

Subject

Priority **P3** Problem Type **False Negative**

Description of Issue

If you are experiencing a FALSE NEGATIVE issue, please:

- Tell us why you think this email should have been automatically blocked. (For example, "Attachment contains malware", or "URL leads to website seeking login credentials or containing malicious code", or "Message body is clearly spam"
- Submit your reference ID* or upload a sample of the message you believe should have been blocked, using the form below. False Negative samples must be of type .msg, or .eml, or if without attachments type .822 or .bt. To provide multiple samples, add several of those file-types to a .zip file and upload that .zip file.

* Reference ID: Please see the link at the end of this form for instructions on how to submit samples via the PPS dashboard rather than uploading files here. If you upload via the PPS Dashboard you must still complete this form if you want Proofpoint Customer Success Center to provide you with follow-up details.

Report Filtering Issues, STEP 2 of 2: Submit Sample Message(s) via Reference ID or Direct Upload

Method A: I am providing a reference ID

Reference ID:

Cluster

Method B: I am directly uploading one or more samples

Filename	Description	Action
<input type="button" value="Browse..."/> No file selected.	<input type="text"/>	<input type="button" value="Upload"/>

Commonly Asked Questions

- [How do I report a message from PPS and find the Reference ID?](#)
- [How do I save a sample message from my mailbox?](#)
- [How do I enable a Spam Audit group?](#)
- [Other questions related to ticket call submissions for spam issues?](#)

Reporting False Positives – Wanted Email Is Blocked

If you find that email you want to receive is being blocked for some reason, you should find the appropriate Reference ID and/or email sample(s) from the PPS GUI/Quarantine.

Unlike False Negatives, emails saved directly from your email client, such as Outlook, are often unusable for fixing False Positive issues. If you give us samples and we cannot use them, you will be asked to come back to this case and submit a Reference ID or save the email samples directly from the PPS Quarantine.

Option B – Report Mail Filtering Issues: Unwanted email is being delivered (False Negative), or wanted email is being blocked (False Positive)

Report Filtering Issues, STEP 1 of 2: Provide Case Details

Subject

Priority **P3** Problem Type **False Negative**

Description of Issue

If you are experiencing a FALSE NEGATIVE issue, please:

- Tell us why you think this email should have been automatically blocked. (For example, "Attachment contains malware", or "URL leads to website seeking login credentials or containing malicious code", or "Message body is clearly spam"
- Submit your reference ID* or upload a sample of the message you believe should have been blocked, using the form below. False Negative samples must be of type .msg, or .eml, or if without attachments type .822 or .bt. To provide multiple samples, add several of those file-types to a .zip file and upload that .zip file.

* Reference ID: Please see the link at the end of this form for instructions on how to submit samples via the PPS dashboard rather than uploading files here. If you upload via the PPS Dashboard you must still complete this form if you want Proofpoint Customer Success Center to provide you with follow-up details.

Report Filtering Issues, STEP 2 of 2: Submit Sample Message(s) via Reference ID or Direct Upload

Method A: I am providing a reference ID

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Filename	Description	Action
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Commonly Asked Questions

- [How do I report a message from PPS and find the Reference ID?](#)
- [How do I save a sample message from my mailbox?](#)
- [How do I enable a Spam Audit group?](#)
- [Other questions related to ticket call submissions for spam issues?](#)

For more detailed information on how to report spam false positives and negatives, please refer the Commonly Asked Question links at the bottom of the Email Classification Errors submission page.

What to Expect After You Open a Case

Proofpoint will acknowledge receipt of your case in a timely manner. We are committed to respond within the targeted response window specified in the Proofpoint Support Services Program and the chart above.

Your case will be assigned to a Product Support Engineer (PSE) who will contact you via the PCSC by commenting on your case, or picking up the phone and calling. Over the life of a case, ownership may be transferred to different PSEs depending on timing and resources.

Proofpoint Support responds to Priority 2 through Priority RFE cases only during Business Hours, with the exception of Global Support Add On customers who will receive responses for all cases at all hours (24x7x365). For customers who purchase a Platinum or Premium contract, Support will also respond to P1 issues at all hours.

Our response times are calculated based on your chosen time zone's business hours and current time period. For example, a P3 priority case has a targeted response time of eight (8) business hours. If you enter a P3 case thirty minutes before the end of business hours, Support will still have seven and a half hours at the beginning of the next business day to respond.

Email to Case Updates

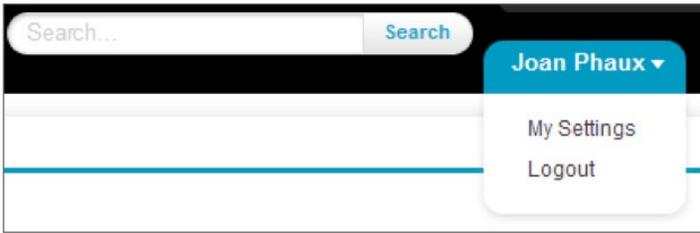
Once you open a case in the PCSC, or anytime someone updates your case, you will receive an acknowledgement via email. You may reply to that email to update your case OR simply log back into the PCSC. You may add an attachment to your email and that attachment will be automatically associated with your case.

Notice that there is a specific subject line for each case. Please check the subject line if you have multiple cases open, to make sure your information will be put into the right case context. The subject line must include the whole ref: string or the email will not get associated with your open case. Here are a couple of examples of PCSC email Subject lines:

Subject: Customer_Name: Case_Number: Case Subject: Proofpoint Support Request ref:_00Dn0DXFI._500n03vV9S:ref

Subject: Phauco: 54321: Case Subject: Email Delivery issue ref:_00Pn0QXFI._790n03vT0f:ref

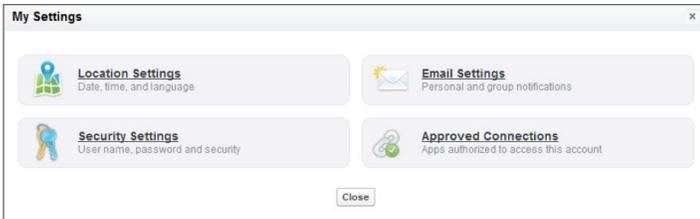
IMPORTANT: This email-to-case functionality is only used to communicate once a case has been logged via PCSC. We will not accept a new case request via this process. You will need to login to the PCSC to open a new case. This is to make sure that only authorized personnel are giving instructions to Proofpoint Support.



Changing your Settings

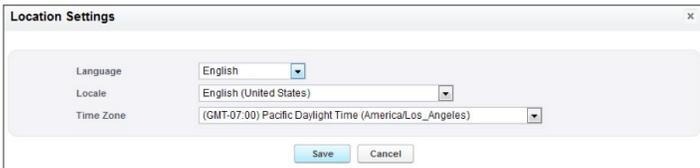
The PCSC is easily customizable to your specific needs. In the upper-right corner of the page you will see your name. Click on your name to reveal the “My Settings” link.

Click on “My Settings” to bring up the My Settings popup. Each link will bring up a separate popup form for you to manage your settings for that area. Just press the Save button on each screen to make sure your settings are kept the way you like.



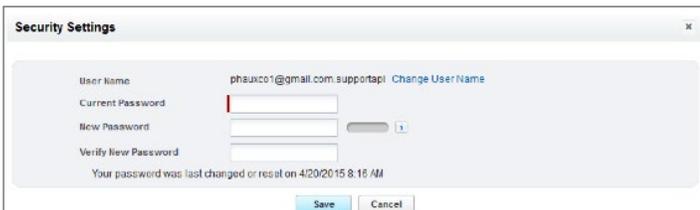
Location Settings

Here is where you can set your Language, Local and Time Zone which will help route your question to the right people at the right time. Note: Your organization’s time zone for support is not affected by this change. This setting indicates your personal time zone location.



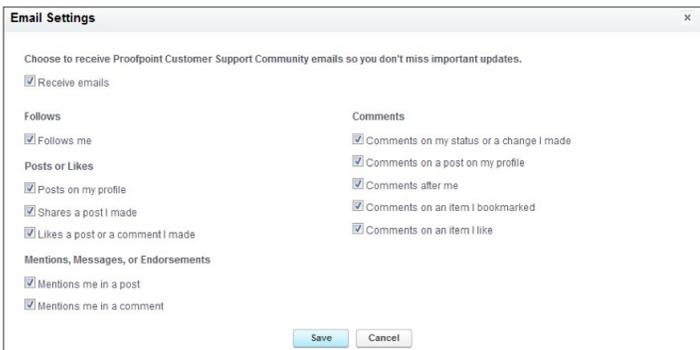
Security Settings

Here is where you can manage your login name and password



Email Settings

Here is where you can manage your email notifications



Approved Connections

We are not currently using these settings in the PCSC, but reserve the right to turn them on in the future.

Home Cases Knowledge **News Subscriptions**

News Feed Details Save

News Channels - Select the news channels you want to see in the News section on the main support portal home page and/or receive via email.

Email aemployee@pbauxco.com

News Channel Subscription Last Updated :

Subscribe	Email	News Channel	Channel Description
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proofpoint General News	General announcements suitable for all customers
<input type="checkbox"/>	<input type="checkbox"/>	Proofpoint Alerts	Critical Security or Infrastructure Alerts
<input type="checkbox"/>	<input type="checkbox"/>	Privacy/Protection General	Notifications for customers of Privacy/Protection Services and related modules
<input type="checkbox"/>	<input type="checkbox"/>	PoD Services	Notifications for Proofpoint On Demand customers
<input type="checkbox"/>	<input type="checkbox"/>	Email Archiving General	Notifications for Archiving customers
<input type="checkbox"/>	<input type="checkbox"/>	Email Archiving Alerts – N. America 1	Notifications for Archiving customers using North America 1 Datacenters
<input type="checkbox"/>	<input type="checkbox"/>	Email Archiving Alerts – N. America 2	Notifications for Archiving customers using North America 2 Datacenters
<input type="checkbox"/>	<input type="checkbox"/>	Email Archiving Alerts – Europe	Notifications for Archiving customers using European Datacenters
<input type="checkbox"/>	<input type="checkbox"/>	Email Archiving Alerts – FISMA	Notifications for Archiving customers using European Datacenters
<input type="checkbox"/>	<input type="checkbox"/>	Enterprise Governance General	General announcements for Governance customers
<input type="checkbox"/>	<input type="checkbox"/>	Enterprise Governance Alerts	Outage and maintenance notifications for Governance customers

News Subscriptions

Click on the check boxes under Subscribe for the News Channel Articles you want to see on your PCSC Home Page, and/or choose Email, to get Articles delivered to your registered email address.

Click the Save button when you are satisfied with your selections.

Leaving the PCSC

In the upper-right corner you will see your name. Click on your name to reveal the “Logout” link. Click on this link to terminate your PCSC session immediately.

More about the PCSC

To learn more about how to navigate cases and other functions of the PCSC, please see the Instructional Video Introduction to Proofpoint Customer Success via the Proofpoint University.

USING THE PROOFPOINT SUPPORT PHONE LINE

Phone support is provided as an additional contact method to reach Proofpoint Support. We strongly request that you open a case before calling. This will expedite the Support organization’s ability to begin triage as soon as they take the case. You may also phone Proofpoint Support to check on the status or request additional assistance on a previously opened case.

When you become a customer you will receive a Self Service, Platinum, Premium or Global Support phone number, depending upon your support contract.

At the top of your PCSC Home page/Welcome tab you will see:

Support Time Zone – This correlates to your supported Business Hours

Support Level – This correlates to your Contract Level

Support Hotline – The number you use to phone Support

ESCALATION PROCEDURE

In the event that you are not receiving the level of support you expected, or you feel that an issue isn’t being handled in a timely fashion, please use the following escalation procedure:

1. Indicate that you would like your case to be escalated by making a comment in the case tracking your issue, or tell the PSE over the phone that you would like your issue to be escalated.
2. The PSE will acknowledge the request to escalate, make a corresponding comment in the case, and will notify the Support Manager of the escalation.
 - a. If you are currently a Premium customer, please follow the escalation procedure set forth by your designated Technical Account Manager (TAM).

For additional questions please visit <https://www.proofpoint.com/us/support-services>



ABOUT PROOFPOINT

Proofpoint, Inc. (NASDAQ:PFPT), a next-generation cybersecurity company, enables organizations to protect the way their people work today from advanced threats and compliance risks. Proofpoint helps cybersecurity professionals protect their users from the advanced attacks that target them (via email, mobile apps, and social media), protect the critical information people create, and equip their teams with the right intelligence and tools to respond quickly when things go wrong. Leading organizations of all sizes, including over 50 percent of the Fortune 100, rely on Proofpoint solutions, which are built for today's mobile and social-enabled IT environments and leverage both the power of the cloud and a big-data-driven analytics platform to combat modern advanced threats.

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