Technical Support

Administrative Guides and Training Modules

Please review the SECURE EMAIL GATEWAY Administrator Guides prior to engaging the AT&T Managed Security Services Support Center.

Administrator Guides:
http://support.Secure Email Gateway.att.com/

Problem Severity Code Definitions

The following definitions are provided as guidance to assist the SECURE EMAIL GATEWAY Customer in appropriately identifying the severity of a problem and how to engage AT&T for technical support.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1        | Errors that cause system wide* interruptions in the delivery of mail, anti spam or anti virus protection, SECURE EMAIL GATEWAY Administrative Console inaccessibility at the Administrator access level or unavailability of quarantined mail outside of regularly scheduled maintenance windows.  
  *Note: Individual occurrences are classified as Severity 2 |
| 2        | Errors in which an optional feature of the service is unusable, reporting is unavailable, or a component of the service causes a limited loss of functionality (i.e., minor options or features of the service fail to function) for which there may or may not be a known workaround. |
| 3        | Errors that only have a minor effect on functionality, minor administrative user inconveniences. |
| 4        | General service or feature questions |
Severity Level 1-3:

If you are experiencing a service effecting technical problem such as described as severity level 1-3 please call the AT&T MSS Support Center at 877-677-2881 to submit a trouble ticket. You must enter your customer PIN and select option #3 for AT&T Secure E-Mail Gateway.

Severity Level 4:

If you have a general question or related inquiry as described as severity level 4 please first review the SECURE EMAIL GATEWAY administrator guides and training modules.

Support Escalation Procedure

Clients can request status of an active support issue based on the information and time frames set forth in the table below. While working an outage, the following Escalation/Notification table will be strictly adhered to.

1. Dial the standard toll free service number and prompts that you have been provided.
2. Ask to be connected to MSS Operations. (This is the level two center for Security Services.)
3. When you reach an associate, ask to contact the appropriate level of management based upon your issue, as listed below.

See chart next page

Managed Security Services Support Center Escalation Process
<table>
<thead>
<tr>
<th>Title / Role</th>
<th>Name</th>
<th>Office</th>
<th>E-Mail</th>
<th>Escalation Time</th>
</tr>
</thead>
</table>
| MSS Daily Operations Notification   | MSS Help Desk               | 1-877-677-2881, Client PIN, Prompt 3 (Managed FW, Proxy, or Anti-Virus, Secure E-Mail Gateway) | Managed.security@ems.att.com
(Please use the above email for status on tickets that have already been created). | Immediate |
| MSS Off Shift Managers              | MSS Help Desk will contact the MSS Off Shift Manager |                                                      |                                                 | 30 Minutes |
| AT&T MSS Critical Situation Manager / Operations Manager | MSS Help Desk will contact the AT&T MSS Critical Situation Manager / Operations Manager | | | 30 Minutes |
| MSS Director Network Operations     | MSS Help Desk will contact the AT&T MSS Critical Situation Manager / Operations Manager | | | 3 Hours |
| Area Vice President                 | MSS Help Desk will contact the AT&T MSS Critical Situation Manager / Operations Manager | | | 4 Hours |

For after hours Notification/Escalation, the team personnel will contact the appropriate level of management to address the problem.

**Customer Contact Authorizations**

**Technical Support**

The AT&T MSS support center will only accept inbound calls from authorized customer contacts defined in the AT&T customer database of record.
There are 2 methods for granting a new customer user authorization to call for support- this process takes about 24hrs.

1. Existing Customer authorized user initiated

An existing authorized customer user can submit a request to have a new authorized contact added via Manage Your Network Security (through AT&T Business Direct)

2. AT&T Account team initiated

If your company had one person as an authorized contact and that one person is no longer with the your company or not available, Your AT&T account team must submit the request on your behalf to have a new authorized contact added via Manage Your Network security (through AT&T Business Direct).

The team supporting SECURE EMAIL GATEWAY will not be able to accept an inbound support call from the new user until they are defined in the customer database of record.

SECURE EMAIL GATEWAY Administrative Console

Administrator level access to the SECURE EMAIL GATEWAY Administrative Console is managed separately from the list of customer contacts authorized to call AT&T for technical support.

There are 2 methods for granting a new customer user admin access to the SECURE EMAIL GATEWAY Administrative Console.

1. Existing Customer authorized user initiated

An existing authorized customer user can add or elevate a customer end user to administrator within the SECURE EMAIL GATEWAY Administrative Console.

2. AT&T initiated

A customer contact that is authorized to contact the AT&T for technical support can call support and make a request for the AT&T support agent to add or elevate a customer end user to administrator within the SECURE EMAIL GATEWAY Admin console.

Service Level Agreements (SLAs)

AT&T is committed to providing the highest level of service to our customers and we stand behind our mission-critical email filtering service by offering the following Service Level Agreements (SLAs) proving our commitment to deliver the service at specific performance levels.

A. 99.999% System Availability
B. Email delivery of 1 minute or less
C. 100% of all known viruses filtered
D. 99% of all inbound spam detected
E. 95% of all outbound spam detected (applies only to Enterprise Protection Service)
F. False Positive ratio not greater than 1 : 350,000

For a complete description of these SLAs, how they are measured, and corresponding remedies are, please see the AT&T Managed Security Service Guide: http://serviceguidenew.att.com/

If you believe a performance target, as defined in the SLA terms and conditions, has been missed, please initiate your request for SLA review through your AT&T account team.

**System maintenance**

Weekly scheduled maintenance of the service may be performed. The scheduled maintenance Window is between the hours of Friday 9:00 p.m. to Saturday 5:00 a.m. Pacific time. Emergency maintenance outside of the scheduled maintenance window may be required to apply urgent patches or fixes, or undertake other urgent maintenance activities. If emergency maintenance is required, AT&T will contact customer and provide the expected start time and the planned duration of the emergency maintenance and if AT&T expects the Services to be unavailable during the emergency maintenance.