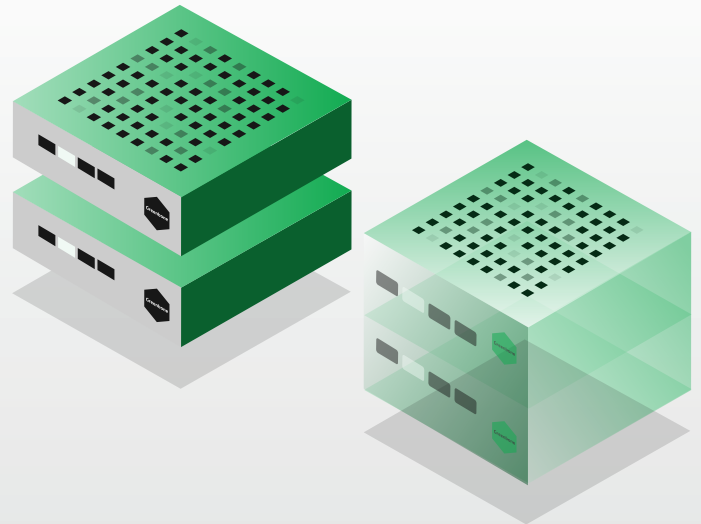


Service Level Agreement

Greenbone Enterprise Appliances



- German and English direct support
- Manufacturer warranty for defective hardware
- Daily updated vulnerability tests and information
- Software, security and feature upgrades



What Is Supported?

The purchase of a Greenbone Enterprise Appliance in combination with a valid subscription key entitles you to Greenbone Enterprise Support.

This document describes the support services that are included in the shipment of a valid subscription key for a Greenbone Enterprise Appliance.

Greenbone Enterprises Appliance – Components

Appliance

- Hardware or virtual machine

Greenbone Operating System

- Operating system of the appliance with software for vulnerability scanning and management

Greenbone Enterprise Feed

- Contains vulnerability tests for systems and applications in the network
- Provides additional security logs and up-to-date vulnerability information and vendor advisories



Service Level Agreement

Greenbone Enterprise Appliances



Support and Reaction Times

The support is available on Lower Saxony working days (Mon – Fri) between 9 a.m. and 5 p.m. (CET).

Exceptions are the 24th and 31st of December.

We guarantee a response to your requests within one business day.

Support Services

- Technical support via phone, e-mail or support portal
- Comprehensive user manual
- Update of the Greenbone Enterprise Feed
- Update of the Greenbone Operating System
- Exchange of defective hardware

Contact Options

- Support Portal:
<https://support.greenbone.net>
- Telephone hotline:
+49 (0) 541/760278-30
- E-mail support:
support@greenbone.net
- Product documentation:
<https://docs.greenbone.net/>

Runtime

A claim to support for a Greenbone Enterprise Appliance exists as long as an active and valid subscription is held.

If a subscription expires, it must be continued seamlessly to ensure support.

The same subscription key may not be used for more than one appliance.

RMA – Hardware Exchange

In case of a defective appliance, an exchange with an equivalent device will be carried out after inspection and approval by the support.

The responsibility for backing up the data lies with the using persons and not with Greenbone Networks.

Greenbone Networks deletes, according to the current state of the art, all remaining data when disposing of the defective hardware.

Target systems for scanning or other systems that are coupled with the Greenbone Enterprise Appliance but are not manufactured by Greenbone Networks are not subject to Greenbone Enterprise Support.

License usage and access to support is revoked and invalidated as soon as the highest administration rights are used to perform actions on the Greenbone Operating System or to change the configuration of the virtual hardware. The support team may explicitly grant written permission to execute instructions with the highest privileges ("root" privilege).