

# Service Level Agreement

## Greenbone Cloud Service



**Greenbone**

- German and English direct support
- Daily updated vulnerability tests and information
- Software, security and feature upgrades



## What Is Supported?

The purchase of a valid subscription entitles you to Greenbone Enterprise Support. This document describes the support services that are included in the shipment of a valid subscription for the Greenbone Cloud Service.

## Greenbone Cloud Service – Components

### 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

### Web Interface

- Access to vulnerability management and scanning
- Access to scan results and reports

### Cloud

- Forwarding of scan requests via the cloud to the Greenbone Scan Cluster

### Greenbone Scan Cluster

- Running scans for external targets (public IP addresses, e.g., WWW servers, e-mail servers, etc.) or internal targets via Virtual Private Network (VPN)
- Transfer of scan results to the cloud

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### 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

### Runtime

A claim to support for the Greenbone Cloud Service exists as long as an active and valid subscription is held.

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

### Contact Options

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

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