

SMB Certified Collaborative Support Provider (SCCSP) Service Level Agreement

STATEMENT OF INTENT

As part of its Collaborative SMB (Small to Medium Business) Support, for Check Point's SMB products, Check Point is entering into a cooperative relationship with the support provider who has met the requirements for the SMB Certified Collaborative Support Provider ("SCCSP"). SCCSPs are required to attain Check Point SMB Partner level status, certification in Check Point SMB Products, and authorization to market, sell and support only such SMB Products to customers. The benefits of this relationship which can be summarized as follows:

- SCCSP is able to market its technical competencies as an expert in supporting Check Point SMB Products to potential customers who are interested in using such product in conjunction with Collaborative SMB Support.
- SCCSP may enter into contracts with customers who recognize and value SCCSP's support capabilities, and who desire the expertise and resources of Check Point under the Collaborative SMB Support.
- Under this cooperative relationship, SCCSP will provide first-line support to the customers.
- Where SCCSP is unable to resolve a technical problem for the customer, Check Point will provide the critical backup support to SCCSP, under the terms and conditions set forth herein.

This Service Level Agreement ("Agreement") is intended to identify the features and define the processes involved with the delivery of various backline support functions to SCCSP.

1. SCCSP REQUIREMENTS

Subject	Features	Terms
Availability	Operation	24x7
	Committed Response Time	Up to 4 hours
Staffing Certified Engineer	Number of engineers certified in Check Point SMB products	Minimum of 2 (two) SMB certified engineers. (Above 500 supported units, Additional 1 (one) certified engineer for every 250 units)
	Minimum % of Service Requests out of total solved by SCCSP	90%
	Maintain Lab/Test environments	Yes
Certification Process	Requires passing annual certification	Yes
	Performance metrics submitted to Check Point annually or upon request	Yes

2. CONTACTING CHECK POINT TAC TO OPEN A SUPPORT CASE

SCCSP's access to Check Point's Technical Assistance Center ("TAC") will be either by telephone, web request, or by live chat.

By Telephone: Dedicated phone number for SCCSP with direct access to Check Point TAC.

By Web Request: Log into User Center, under the "Support" Tab, and 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.



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 that 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. HARDWARE REPLACEMENT

- SCCSP is entitled to determine that a hardware issue is related to a malfunction of one of the SMB appliance components and initiate an RMA process*.
- RMA Process:
 - SCCSP will provide the end user a replacement unit from the inventory stock that he holds.
 - SCCSP will submit a Service Request for hardware replacement with Check Point TAC.
 - Check Point will provide to SCCSP Advance Hardware Replacement of the faulty hardware product. via next business day (NBD) shipment.
 - SCCSP will ship faulty unit back to Check Point within 10 business days.

*If the rate of “false positive” RMA determinations (i.e., cases where the partner-determined RMA turns out not to be needed and no problem was found in the returned machine) is higher than 20% annually, this privilege might be revoked and Check Point will require troubleshooting and diagnosis to be done with the Check Point engineer before an RMA is approved and processed.

4. TARGETED SERVICE LEVELS

Check Point TAC will use commercially reasonable efforts to respond to SCCSP requests based on the severity of the issue.

Severity levels and corresponding targeted response times are defined as follows:

Severity Level	Description	Targeted Response Time
Severity 1	Customer’s production network is down, causing critical impact to business operations if service is not restored quickly. No work around is available.	0 – 4 hours
Severity 2	Customer’s production network is severely degraded, impacting significant aspects of business operations. No work around is available.	4 – 8 hours
Severity 3	Customer’s network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.	24 – 48 hours
Severity 4	Customer requests information regarding product capabilities, installation or basic configuration.	48 hours

Note: Check Point does not guarantee the resolution of a problem within the times specified.



5. WEB-BASED SUPPORT

Check Point web-based Support available at URL:<https://support.checkpoint.com> provides you with 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) SecureKnowledgeSM, 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 Service, SCCSP will be granted with Expert 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.

6. LIMITATION OF LIABILITY

NOTWITHSTANDING ANYTHING ELSE IN THIS AGREEMENT OR OTHERWISE, NEITHER CHECK POINT NOR ITS SUPPLIERS WILL BE LIABLE WITH RESPECT TO ANY SUBJECT MATTER OF THIS AGREEMENT UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY, OR OTHER LEGAL OR EQUITABLE THEORY, REGARDLESS OF WHETHER CHECK POINT OR ITS SUPPLIERS WERE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, FOR: (i) ANY PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOST DATA OR LOST PROFITS; OR (ii) FOR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS, TECHNOLOGY OR SERVICES; OR (iii) FOR ANY CLAIMS BASED ON ANY ERROR, DEFECT OR NONCONFORMITY IN THE PRODUCTS OR SERVICE, FOR ANY AMOUNT IN EXCESS OF THE PRICE PAID TO CHECK POINT FOR SUCH DEFECTIVE PRODUCT(S) OR SERVICE; OR (IV) FOR ALL OTHER CLAIMS NOT RELATED TO AN ERROR, DEFECT OR NONCONFORMITY IN THE PRODUCTS, ANY AMOUNTS IN EXCESS IN THE AGGREGATE OF THE AMOUNT PAID TO CHECK POINT HEREUNDER DURING THE THREE (3) MONTHS PRECEDING THE DATE THE CAUSE OF ACTION AROSE.

7. PROGRAM UPDATE

This Agreement and related Check Point Support Plan details are operational in nature and may be modified at any time by Check Point. Check Point will take appropriate measures to inform SCCSP and customer of any modifications and provide the opportunity to review and discuss the change with Check Point and terminate the customer relationship without penalty if all parties cannot abide by the revisions. This Agreement supersedes any previous service level agreements.

