

## Response Charter

Each Enterprise Technical Support interaction begins with your Product Specialist and receives a unique Service Request (SR) number to track resolution of the issue. We attempt to resolve every issue on the first call. Unresolved customer issues are evaluated based on severity and priority of resolution. Based on this evaluation, they are assigned a numerical impact level value.

If the Product Specialist is unable to resolve the issue or it is assigned a high-impact level, it is escalated to successive tiers as needed for resolution. Each tier in the McAfee support organization will use all available resources to resolve the issue. These processes apply to all Service Requests that are escalated within the McAfee Technical Support organization.

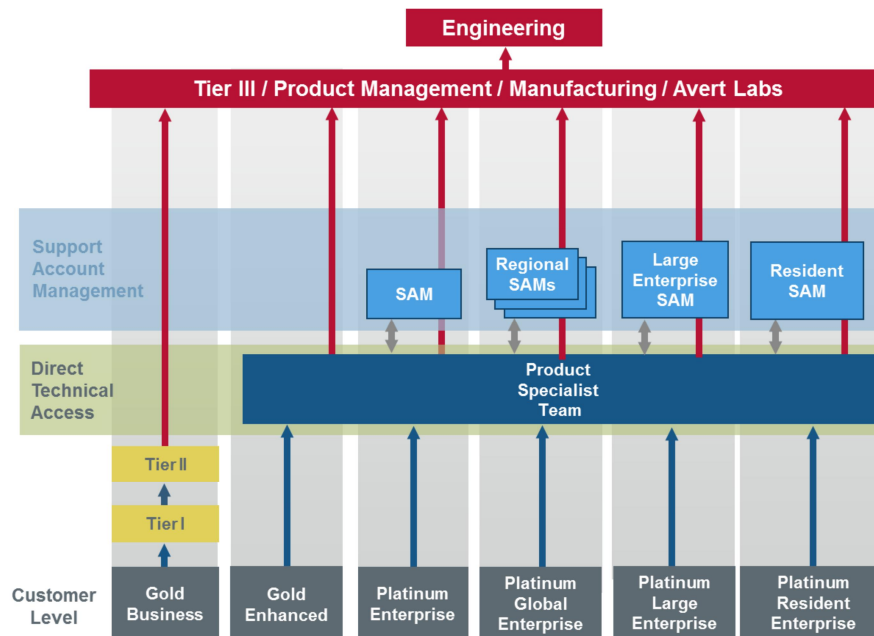
### Escalation and Response Times

Depending on the severity level, the McAfee response charter documents the duration a Service Request (SR) can be open before it is escalated to the next tier. You and the Technician will agree to the frequency of SR status communications at the time the SR is created.

#### Escalation and Response Times Table

	Severity 1	Severity 2	Severity 3	Severity 4	Severity 5
Response Time	Telephone < 3 Minutes				
	Platinum Enterprise Portal < 8 hours				
Escalation to Tier 3	< 1 Hour	< 4 Hours	< 3 Days	< 7 Days	< 10 Days
Escalation to Engineering	< 4 Hours	<6 Hours	< 5 Days	< 10 Days	< 10 Days

**Note:** Support Response Charter times reflect calendar hours and days.



## Severity Definitions

McAfee defines the severity of an issue based on how it impacts your ability to conduct business. A severity code is associated with all Service Requests, failures, and enhancement requests to indicate the impact and the urgency of the request.

### Severity 1—Business has stopped

- Your organization cannot conduct business or business is severely impacted.
- The product is not functioning.
- Internet connectivity or email flow has stopped.
- Your organization is unable to provide available virus protection to the network.
- There is no viable workaround for this issue.

### Severity 2—Business is severely impacted

- Your organization's business is impacted but can continue to operate.
- A major product feature, such as reporting or updating, is not functioning.
- There are widespread symptoms across your organization's infrastructure.
- Issues include installation failures, conflicts with major brand software, or specific email flow problems.
- Your organization is generally able to provide available virus protection to the network, but specific resources cannot be updated.

### Severity 3—Business is impacted, but your organization can function normally

- Your organization's ability to conduct business is not affected.
- Symptoms affect a single system or isolated parts of the environment.
- Specific functionality is not working.

### Severity 4—Business is not affected, but there are noticeable problems

- Your organization's ability to conduct business is not affected.
- Symptoms affect only a few systems.
- Functionality loss has an easy workaround.

### Severity 5—Requests for information or feature modifications

- You request product documentation or other information that does not require troubleshooting and issue resolution.
- You request modifications to the functionality or design of McAfee products.