

VERSION 5.2

Technical Support Reference Guide

Date of Last Revision:
1 August 2024

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1. Introduction

The purpose of this guide is to provide an overview of the services and operating procedures for Contrast Security Technical Support.

As a Contrast Security customer, you will have access to our highly trained technical support staff as well as the right to use our support portal with tools, knowledgebase, case activity tracking and a support history of your products. Reviewing the procedures described in this guide will enable you to receive our best possible service and fastest problem resolution.

Note: This guide is for reference only – please consult your Contrast Security License for more specific terms and conditions.

2. Support Offerings

Contrast offers full Technical Support and Services to ensure you have the service you need when you need it. While all Contrast customers enjoy access to our highly trained technical support staff and resource-rich self-service portal, our Premium, Enhanced Premium and Enterprise Support offerings are designed for mission critical security programs that demand the best possible care.

2.1 STANDARD SUPPORT

Customers that have an active subscription will automatically receive the applicable standard Support services described below during the term of their respective agreements.

Key Features	Benefits
<ul style="list-style-type: none"> • Support Helpdesk open: 12am Mon - 12am Sat (UTC) • On-Call Support for critical issues: 24x7x365 • Service Level (SLA) response times P1/P2/P3 • Access to Knowledge Base 	<ul style="list-style-type: none"> • Access to our highly trained Technical Support staff • Full details in section 3 of this guide

2.2 ADOPTION SUPPORT

Essential support to increase adoption while focusing on value.

Adoption Support provides essential services for application security and development teams to quickly get the best value out of Contrast solutions. Access to Contrast’s world-class Professional Services team reduces research time and increases execution speed.

Key Features	Benefits
<ul style="list-style-type: none"> • Named Solution Architect • Monthly project status meeting • Up to 5 consulting hours per month • Quarterly activity report 	<ul style="list-style-type: none"> • Fast issue resolution • Expert consultancy • Accelerated value on investment

2.3 PREMIUM SUPPORT

Consultancy and advanced expertise that accelerates value on investment.

Premium Support augments our standard support with access to Contrast’s world class Professional Services team. Quarterly planning workshops and weekly touch points ensure we are advancing you towards your application security program goals.



Key Features

- Priority SLA response times
- Named Solution Architect
- Quarterly planning workshops, weekly touch points
- Up to 10 consulting hours per month

Benefits

- Fast issue resolution
- Expert consultancy
- Accelerated value on investment

2.4 ENHANCED PREMIUM SUPPORT

Programmed for accelerated security posture improvement.

Enhanced Premium Support includes everything that Premium Support offers. It offers more Professional Services hours and support for vulnerability remediation guidance to improve the security posture and reduce the security debt.

Key Features

- Priority SLA response times
- Named Senior Solution Architect
- Quarterly planning workshops, weekly touch points
- Up to 25 consulting hours per month

Benefits

- Increase Contrast adoption
- Reduced mean time to remediate
- Fast issue resolution
- Expert consultancy
- Accelerated value on investment

2.5 ENTERPRISE SUPPORT

Contrast’s highest-level of support to help achieve your most challenging business goals.

For customers who demand our best & brightest, Enterprise Support delivers a dedicated team of application security experts who understand your business and perform as an extension of your team.

Key Features

- Priority SLA response times
- Multi-geo and 24x7x265 support
- Named technical account team comprised of:
 - Elite Technical Support Engineer
 - Senior Solution Architect
 - Engagement Manager
- Up to 40 consulting hours per month

Benefits

- Operational efficiency from day one
- Around the clock prioritized care
- Named team that you trust to understand your unique requirements
- Proactive, business focused engagement

2.6 ADDITIONAL CONSULTING HOURS

Obtain the level of expert services required for your organization.

When it comes to application security, priorities can change at any given moment. Production incidents demand immediate attention, yet business critical initiatives have unrelenting deadlines. To support the agility needed for the success of your security program, Contrast expertise in the form of packaged consulting hours can be purchased to augment your Premium or Enterprise Support subscription.

Key Features

- Sold in packages of 10 consulting hours per month available for the duration of your Premium or Enterprise Support contract
- Flexibility to use available quarterly hours in any month of the quarter

Benefits

- Access to Contrast expertise that responds to changing priorities and the dynamic nature of mission critical security projects



3. Standard Support

The following is a breakdown of our standard support offering:

Support Features	Contrast Support
Customer Service Contact Method	Phone/Email/Web Portal
Technical Support Contact Method	Phone/Email/Web Portal
Service Level (SLA) response times P1/P2/P3	1/2/4 (hours)
Online Ticket Submission/Tracking	Yes
Access to Knowledge Base	Yes
Escalations	Yes
Technical Support – Coverage Hours/Day	Support Helpdesk open: 12am UTC Monday - 12am UTC Saturday On-Call Support for critical issues: 24x7x365
# Support Contacts Allowed	Unlimited
# Support Requests Allowed (Annually)	Unlimited

3.1 HOURS OF OPERATION

Contrast’s Support team is available via web, email or phone each week from 12am UTC Monday to 12am UTC Saturday.

An on-call Support Engineer is available to assist with critical issues 24x7x365. For details on contacting the on-call Support Engineer, please see the Out of Hours Support section in this document.

3.2 CONTACTING SUPPORT

Contrast endeavours to make it as easy as possible to reach our dedicated Support team. As such, there’s numerous ways to reach out, which are detailed below. To assist us in resolving your issue as swiftly as possible, when filing a support ticket please try to provide the following information:

- Customization or special configuration information
- The version of the software in use
- Details on how to reproduce and verify the error
- The urgency of a resolution



The Contrast Support Portal (RECOMMENDED)

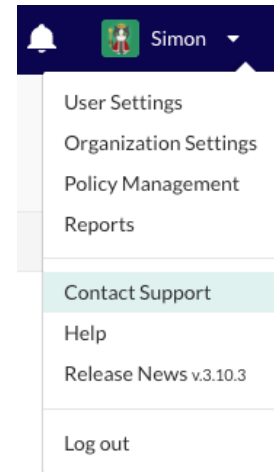
ACCESSING THE PORTAL

You can find the Contrast Support Portal at <https://support.contrastsecurity.com>.

It's also accessible through the Contrast UI. Simply click on your name in the top right-hand corner and select **Contact Support**.

If visiting for the first time, you can create an account by clicking the **Sign-Up** link on the login page. If you've previously contacted us via email, you'll already be registered, so please click the **Get a password** link.

Note: *It's important to register with your corporate email address, this will be used to tie your support tickets to your organization.*

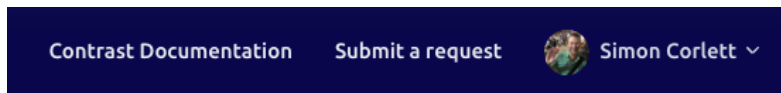


KNOWLEDGE BASE

The Contrast Support Portal contains an extensive knowledge base, including how- to guides, FAQs and troubleshooting articles and videos. These articles are navigated through the links and search bar on the home page.

SUBMIT A TICKET

Once logged into the Support Portal, select **Submit a request** in the top right corner and complete the submission form with details of your query or issue:



Email

If you need to contact Contrast Support in a hurry, you can also reach us via email through support@contrastsecurity.com. You'll receive an auto-reply from the ticketing system acknowledging receipt and assigning the ticket a case number for future tracking.

Note: It's important to contact us from your corporate email address, this will be used to tie your support ticket to your organization.

Phone

If you need to reach Contrast support on the move, you can call us at **+1 (240) 252-5188** and leave a message with details of your query or issue on our phone answering system along with your name, company and contact details.

Contrast Docs

Full documentation on installation and usage of Contrast's products can be found in Contrast Open Docs: <https://docs.contrastsecurity.com>.

3.3 MANAGING SUPPORT TICKETS

Whichever method used to submit Support tickets, they can all be viewed and managed through the Contrast Support Portal: <https://support.contrastsecurity.com>. If you don't yet have access to the portal, please see the section on Accessing the Portal above.

Viewing Tickets

Once logged into the Contrast Support portal, select **View Your Tickets** from the homepage. From here, you will be presented with a list of all tickets you've opened or you've been cc'd on.

Use the search field and Status drop down to quickly narrow down your existing tickets and hone in on any previous conversations.

Subject	Id	Created	Last activity ▾	Status
Fail Builds with Contrast	#65615	1 hour ago	a few seconds ago	Open
Interesting Security Events?	#65614	1 hour ago	a few seconds ago	Solved
Setup Contrast on Tomcat	#65613	1 hour ago	a few seconds ago	Awaiting your reply

Note: If you require access to all of your company's support tickets, please submit a new ticket to this effect. The Contrast Support team will work with you to obtain the relevant approvals. Once done, an additional tab entitled *My Organization's requests* will be visible on this page.

Ticket Status

Contrast support tickets will be in one of five states:

- **New** - this is a newly opened ticket which hasn't yet been responded to by the Contrast Support team. Never fear, we should be with you very shortly.
- **Awaiting your reply** - this ticket is awaiting your response. Click into it to see the latest conversation and to find what additional info we're looking for.
- **Open** - this ticket is waiting on Contrast. This includes tickets waiting for a response from Contrast Support, but also tickets waiting for resolutions to bugs or even enhancement requests.
- **Solved** - an answer or a solution has been provided for this ticket. It will remain open for the next 4 days in case of any follow up queries, but will then be closed out.
- **Closed** - this is a completed ticket. While it can no longer be edited, if you do have further queries on the same topic, simply click into the ticket and hit the **Create follow-up** button.



Ticket Details

When you click into a support ticket, you'll be presented with the previous conversation on that ticket along with some key details on the right-hand side. This includes the member of the Contrast Support team who'll be working with you on this issue, your ticket ID and various other info pertinent to your request.

The screenshot shows a support ticket interface. At the top, there's a navigation bar with the Contrast logo, "Contrast Documentation", "Submit a request", and a user profile for "Simon C". Below this is a breadcrumb trail: "Contrast Security Support Portal / My activities".

The main content area is titled "Setup Contrast on Tomcat" with a status badge "Awaiting your reply". It features a text input field with "CC Add emails", a rich text editor with "T B I" and other icons, and a file upload area with the text "Add file or drop files here". Below the editor are "Mark as solved" and "Submit" buttons.

A message from Simon Corlett, sent 1 hour ago, reads: "Hi Mr Customer, You can find details of how to go about this here: <https://docs.contrastsecurity.com/en/tomcat.html> Is it possible to let us know how you normally start and stop your application? Based on that, we'd be happy to provide more specific instructions. Kind Regards, Simon".

On the right, a metadata sidebar lists the following details:

Id	#65613
Requester	Simon C
Created	Today at 10:33
Last activity	Today at 11:45
Assigned to	Simon Corlett
Group	Support Tickets
Priority	P3
Product Component	Platform
Main Product Category	Java
Query Type	—
Issue Type	Installation/Upgrade
Issue Type	—
Issue Type	—
Integration Type	—
Product Version	5.1.3
Alert Type	—
Awaiting future call?	No
Call Date	—
JIRA Ticket #	—
Jira Status	—

Responding to Tickets

To respond to a ticket, simply select it in your ticket list and click into the **Add to conversation** box at the bottom of the conversation thread. You can also add any additional email addresses you wish to cc into the conversation and attach any files related to the request.

The screenshot shows a response form in a support ticket. At the top, there's a "CC" field with "theboss@hogwarts.com" entered. Below this is a rich text editor with "T B I" and other icons. The text in the editor reads: "Thanks for the response Simon! I'd love to setup a call next week to discuss further. How about sometime on Wednesday? Many thanks, A". Below the editor is a file upload area with the text "Add file or drop files here". At the bottom, there are "Mark as solved" and "Submit" buttons.



Once done, click the **Submit** button. This will notify the Contrast Support team and switch the ticket status to **Open**. Alternatively, if your question has been answered or your issue is resolved, click the **Mark as solved** button. This will notify the Contrast Support team and switch the ticket status to **Solved**.

Tracking Defects and Enhancements

If your ticket is passed to our Engineering or Product Management teams, we'll let you know through the support ticket and also provide the internal ID for tracking that issue.

The status of your support ticket will remain **Open** until the bug is resolved or the enhancement request is delivered or rejected. The Contrast ticket owner will keep you posted with any major developments, but you'll also be able to see a sub-status for the ticket along with the internal ID within the ticket details:

Assigned to	Simon Corlett
Id	#34198
Group	Support Tickets
Status	open
Product Component	Platform
Main Product Category	Integrations
Integration Type	Jenkins
Jira Status	Feature in Development
JIRA Ticket #	PROD-1152

3.4 PRIORITY, IMPACT AND URGENCY LEVELS

Priority Levels are primarily determined by the Impact of the issue. However, the Urgency of a resolution to the customer is also taken into account, allowing for the priority of an issue to be increased if circumstances dictate it's necessary, as indicated in the table below:

Impact / Urgency	Standard	Major	Critical
Normal	P3	P2	P1
High	P2	P1	P1

Priority, Urgency and Impact levels are defined below as:



Priority Level

Priority Level, which is determined by a combination of Impact and Urgency, identifies the sequence in which support cases are to be worked. A higher Priority entails escalation and notification to higher levels within the company. Contrast Support Priority levels are:

- **Priority 1 (P1)** – This level implies immediate and sustained effort using any and/or all available resources as required until the issue is resolved with real-time/daily customer interaction and follow-up.
- **Priority 2 (P2)** – The situation is considered highly volatile, requiring regular follow-up communications with a resolution provided in the next software release to the extent that this is commercially feasible.
- **Priority 3 (P3)** – This priority level dictates that the issue be addressed as soon as possible, but after P1/P2 issues.

Impact Level

The impact level of an issue is determined based on the type of issue encountered. Contrast Impact levels are:

- **Critical** – The product is not usable in any form. No workaround is available.
- **Major** – Severe errors that disable major software functions. Customer's ability to perform tasks is significantly impeded. The error may be repetitive in nature and impacts timely performance of tasks. A workaround may be available.
- **Standard** – Errors disabling only certain non-essential functions in the software as described in documentation. Impact is confined to an inconvenience with minimal impact on basic functionality. A reasonable workaround will be provided if available.

Urgency Level

The majority of tickets handled by Support will have a **Normal** Urgency level. However, if the issue is preventing further roll-out of Contrast or causing significant delay to the customer's project timelines, the Urgency will be marked as **High**.

For customers with Premium, Enhanced Premium or Enterprise Support, all tickets will default to **High** Urgency, which will increase the tickets priority and provide a prioritised response.

3.6 SUPPORT STANDARDS AND SERVICE LEVEL OBJECTIVES (SLO'S)

Technical Support will address reported issues based on the Impact, Urgency and the resulting Priority as indicated below:

Priority 1 (P1)

For Priority 1 issues, Contrast will provide:

- An initial response within one (1) hour from the time Contrast becomes aware of the issue during Normal Business Hours.
- Subsequent follow ups as soon as possible but at least within four (4) hours.
- A clear plan for issue identification/resolution will be provided as soon as possible.
- Contrast will make every commercially reasonable effort to resolve this issue in the shortest amount of time possible.
- If the issue remains unresolved after one (1) business day, or prior to that it becomes clear that the issue stems from a product defect, the sustaining Engineering team will be engaged to assist.
- A resolution for the issue as soon as commercially feasible.

Priority 2 (P2)

For Priority 2 issues, Contrast will provide:

- An initial response within two (2) hours from the time Contrast becomes aware of the issue during Normal Business Hours.
- Subsequent follow ups as soon as possible but at least within one (1) day.
- A clear plan for issue identification/resolution will be provided as soon as possible.
- If the issue remains unresolved after two (2) business days, or prior to that it becomes clear that the issue stems from a product bug or deficiency, the sustaining Engineering team will be engaged to assist.
- A resolution for the issue in the next available software release when commercially feasible.

Priority 3 (P3)

For Priority 3 issues, Contrast will provide:

- An initial response within four (4) hours from the time Contrast becomes aware of the issue during Normal Business Hours.
- Subsequent follow ups as soon as possible but at least within one (1) week.
- A resolution for the issue in a future software release when commercially feasible.

3.7 SCOPE AND DEFINITION OF TECHNICAL SUPPORT

Definition of Technical Support

Contrast Technical Support aims to provide aid and assistance to users of Contrast products. The Team is well qualified to answer questions, diagnose failures and troubleshoot problems. Although not a training organization, the Support team strives to transfer knowledge during all customer interactions. The goal is to facilitate successful installations of Contrast, which requires knowledgeable administrators and end users.

Generally, Technical Support does not deploy or configure the Contrast solution, perform upgrades or provide customizations such as scripts that some end users create and run for various reasons. If it's

determined that customizations and scripts are necessary in a particular deployment, the Support team will look to engage the Customer Success Management and Solution Architecture teams to determine next steps.

The Support team concentrates on ensuring the product operates and performs to its published specifications, which by definition, does not include customizations.

The Contrast Support team remotely accesses deployed Contrast systems when necessary to troubleshoot issues, observe questionable product behavior and/or review settings, logs and general system status and health.

Scope of Technical Support

- Analyzing challenges that prevent the product from operating as it was designed, and determining if the problem was a result of a defect or configuration error
- Escalating and explaining discovered defects to the Contrast Engineering team and updating the customer about the status of forthcoming patches
- Pointing customers to general documentation related to their questions
- Providing basic instructions to properly configure the product when the customer is unaware of how to configure Contrast to achieve a specific behavior
- Receiving and understanding the customer's idea(s) and properly communicating these ideas to the Contrast Product Management team
- Understand any challenges that the customer is trying to solve and provide best practices to get the most benefit from the product

3.8 MAINTENANCE AND FIXES

Problems that cannot be resolved directly by Contrast Technical Support will be escalated to the Engineering team. All defects are reviewed by the Contrast Support, Engineering and Product Management organizations as part of a daily stand up meeting and/or as part of the regular product development process. The plan will be to address the issue in a future patch or periodic maintenance release or close if a fix is not required. Customers will be informed regarding the plan of action for reported defects.

3.9 END-OF-LIFE POLICY AND LEGACY SUPPORT

Products will eventually reach their natural end of life. Usually they are replaced with new and better technologies. This is part of any technology product's lifecycle. It is our goal to provide as much visibility into this process as possible. Contrast will provide prior notice before the "end of life" (EOL) of any major software feature or major functionality.

Contrast encourages all customers to stay current with the latest version to take advantage of new enhancements and the latest functionality. Contrast Enterprise on Premise (EOP) TeamServer will be fully supported for **6 months** from its release date. Contrast agents are guaranteed to work with all new TeamServer releases for **12 months** from their release date. For SaaS customers, Contrast agents are supported for up to **12 months** from their release date.

Contrast will indefinitely support the latest version of an integration unless a rare notice for future deprecation comes out. If a new version comes out, the second to latest version will be supported for 12 months.

3.10 OUT OF HOURS SUPPORT

Contrast Technical Support maintains an on-call Support engineer 24x7 in case of any P1 issues raised outside of normal business hours.

In order to alert the on-call Support engineer, customers must open or update a Support ticket via email, with the string **#CriticalSupport** in the body of the email. The Support engineer will be in touch as soon as possible to assist further.

3.11 FEEDBACK & ESCALATIONS

At Contrast, we want to ensure that you're getting the most from our software and will endeavor to help in any way we can. As such, we love to hear how we're doing and how we can improve.

Support Ticket Feedback

Following each Solved support ticket, you'll receive a follow up email which allows you to rate the service you received as either Good or Bad. Selecting either option will also give you the opportunity to expand on your selection.

Escalations

If at any time you aren't satisfied with the help you're receiving on your support ticket, please don't hesitate to reach out to our Support Escalation team who'll work with you to address your concerns: supportescalations@contrastsecurity.com.

4. Availability Policy (for SaaS)

For customers ("Customer") who subscribe to Contrast's hosted, Software-as-a-Service (SaaS)-based services ("Service"), this availability policy (the "Policy") sets forth the policies and procedures with respect to such services. This policy does not apply to any Customer who uses an on-premises (non-hosted) version of any Contrast product, or to Customers using any free, unpaid, or trial versions of the Service.

4.1 AVAILABILITY

There are two components of Contrast software. The Contrast Agent, which is a small software module that is deployed on Customer's application server, and the Service, which is a set of software programs that collect, store, correlate, and present the metric data sent from the Agent in Customer's application to Contrast's Service. Contrast can only control the Availability of the Service, and not Customer's application server where the Contrast Agent is running. The Service will be considered Available as long as Customer is able to log onto the Contrast user interface and able to see Customer's application security data. Contrast endeavors to make the Service Available at all times with the exception of planned maintenance periods that occur periodically throughout every month. A schedule of the planned maintenance periods can be found here: <https://support.contrastsecurity.com/hc/en-us/articles/360046576931>.

Contrast uses commercially reasonable efforts to maintain Service Availability of at least 99.8% during any thirty (30) day period. Excluding planned maintenance periods, in the event Service Availability drops below 99.8% for two consecutive thirty (30) day periods or if Service Availability drops below 99.0% in any single thirty (30) day period, Customer can terminate the Service with no penalty by giving a 30-day notice in writing to: contracts@contrastsecurity.com and to support@contrastsecurity.com. The termination will be effective at the end of such notice period.

