

Tenable Technical Support Plans

In order to receive technical assistance from a Tenable Technical Support Engineer (TSE), a support plan is required for all Tenable software deployments. Customers that have licensed the software through subscriptions, or perpetual customers that have an active maintenance contract, will receive the applicable technical support services described below during the term of their respective agreements.

	Standard	Advanced	Premier	Elite
Support Hours	12x5	24x7x365	24x7x365	24x7x365
Initial Response Times	Next business day response objective	P1-Critical: < 2 hr P2-High: < 4 hr P3-Medium: < 12 hr P4-Informational: < 24 hr	P1-Critical: < 1 hr P2-High: < 2 hr P3-Medium: < 6 hr P4-Informational: < 12 hr	P1-Critical: < 1 hr P2-High: < 2 hr P3-Medium: < 6 hr P4-Informational: < 12 hr
Email Support	-	-	-	Yes
Portal Support	Yes	Yes	Yes	Yes
Chat Support	Yes	Yes	Yes	Yes
Phone Support	-	Yes	Yes	Yes
Direct access & Fully supported by team of Tier II Engineers	-	-	Yes	-
Direct access & Fully supported by a single Elite Engineer				Yes
Intimate knowledge of customer environment, network topology, assets, deployment locations, deployment schedules				Yes
Proactive support				Yes
Holistic case management				Yes
Early entry access to beta releases				Yes
Exclusive access to Technical Support tools & communities				Yes

Definitions

For details regarding the Tenable software lifecycle, such as definitions for GA (General Availability), End of Life (EOL), and others, see the [Tenable Product Lifecycle Policy](#).

Error(s)	A failure of the software to conform to the Tenable published documentation and specifications governing said software at the time the order was sent to Tenable; where such failure impacts operational performance, functional performance or ability to license.
Fixes	Correction of Error(s) in order for the software to continue performing functionally in the manner for which it was licensed and any and all improvements that related to performance but do not provide new features or functionality for the software. Fixes will be incorporated into new versions of the software. Tenable does not commit to backport Fixes to non-current versions of the software.
GA	Generally Available. A version of the software is GA when Tenable customers can generally download it or license it.
Initial Response Time	Amount of time between the initial reporting of an issue, and the first response by a Technical Support Engineer.

Issue Severity

Initial response time is prioritized based on the issue severity. Critical severity issues must be opened via Phone or Chat in order for Initial Response Time Objectives to apply.

P1 - Critical	Product functionality completely degraded – critical impact to business operations
P2 - High	Product functionality severely degraded – severe impact to business operations
P3 - Medium	General errors/issues – product impaired however business operations remain functional

P4 - Informational	Basic information or assistance with Tenable products – little to no impact on business operations
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Support Contacts

An authorized contact must be a specific named individual. We do not allow the use of email aliases or groups as authorized contacts. An account is limited to ten (10) named support contacts who are authorized to contact Technical Support. Support contacts must be reasonably proficient in the use of information technology, the software they have purchased from Tenable, and familiar with the customer resources that are monitored by means of the software. Support contacts must speak English and conduct support requests in English. Support contacts must provide information reasonably requested by Tenable for the purpose of reproducing any Error or otherwise resolving a support request.

Standard Support Plan Features

Tenable Community

All named contacts with a valid support contract may open a support case by logging into the Tenable Community. The Community contains the Knowledge Base, documentation, and license information as well as the list of available phone numbers (for customers with phone support) and a button to initiate a live chat session. The primary support contact may also add/remove support contacts using the Community.

Chat Support

Chat support is available Monday through Friday. The chat feature is available once a named contact has logged into the Tenable Community.

Advanced Support Plan Features

Tenable Community

All named contacts with a valid support contract may open a support case by logging into the Tenable Community. The Community contains the Knowledge Base, documentation, and license information as well as the list of available phone numbers (for customers with phone support) and a button to initiate a live chat session. The primary support contact may also add/remove support contacts using the Community.

Chat Support

Chat support is available 24 hours a day, 365 days a year. The chat feature is available once a named contact has logged into the Tenable Community.

Phone Support

Phone support is available to named support contacts with Advanced Support plans 24 hours a day, 365 days a year. Phone numbers are listed in the Tenable Community.

Premier Support Plan Features:

Tenable Community

All named contacts with a valid support contract may open a support case by logging into the Tenable Community. The Community contains the Knowledge Base, documentation, and license information as well as the list of available phone numbers (for customers with phone support) and a button to initiate a live chat session. The primary support contact may also add/remove support contacts using the Community.

Chat Support

Chat support is available to customers with Premier Support plans 24 hours a day, 365 days a year. The chat feature is available once a named contact has logged into the Tenable Community.

Phone Support

Phone support is available to named support contacts with Premier Support plans 24 hours a day, 365 days a year. Phone numbers are listed in the Tenable Community.

Direct Access to the Premier Technical Support Engineer (TSE) team

The Premier Technical Support team is a team of senior members of the Tenable Technical Support staff with deep technical experience with Tenable solutions. The Premier Technical Support Team of Engineers are available 24 hours during normal business days (24x5x365).

Elite Support Plan Features:

Tenable Community

All named contacts with a valid support contract may open a support case by logging into the Tenable Community. The Community contains the Knowledge Base, documentation, and license information as well

as the list of available phone numbers (for customers with phone support) and a button to initiate a live chat session. The primary support contact may also add/remove support contacts using the Community.

Chat Support

Chat support is available to customers with Elite Support plans 24 hours a day, 365 days a year. The chat feature is available once a named contact has logged into the Tenable Community.

Phone Support

Phone support is available to five (5) designated Elite support contacts who have direct access to their Elite Technical Support Engineer (TSE) during local/agreed business hours. Non-named Elite support contacts can engage Tenable Advanced Support 24 hours a day, 365 days a year. Phone numbers are listed in the Tenable Community.

Email Support

Email support is available to five (5) designated Elite support contacts who have direct access to their Elite Technical Support Engineer (TSE) during local/agreed business hours. Elite support contacts may open a support case by sending an email to their Elite TSE that includes a description of the issue and a request for a case to be opened.

Direct Access to the Elite Technical Support Engineer (TSE) Team

The Elite TSE is a senior member of the Tenable Technical Support staff with deep technical experience with Tenable solutions.

The Elite Technical Support Engineer is based in the Tenable Technical Support office closest to the customer and will be available in the local time of that support office as detailed below. Support which does not fall within these hours will be handled by the first available support engineer in the region.

Columbia, Maryland, USA 9:00am to 7:00 PM

Dublin, Ireland 7:30am to 3:30 PM

Singapore, Singapore 8:00am to 5:00 PM

Customers may designate up to 5 contacts who will have direct access to the Elite TSE team. Summary of benefits:

- Bypass Level 1 support. Direct access to L2 Elite TSE support.
- Intimate knowledge of customer environment, network topology, assets, deployment locations, deployment schedules.
- Proactive support.
- Holistic case management.

- Early entry access to beta releases.
- Exclusive access to Technical Support tools & communities.

Optional Elite Support Additional Offering

Dedicated Elite TSE

- 100% dedicated to the customer full-time during regular business hours.
- Opens, closes, manages, fixes all Tenable cases during normal business hours.