

McAfee Customer Success

On-site Software Support for Critical Severity 1 and Severity 2 Issues for Success Plan Customers

For Customers covered under McAfee Premier Success or Enhanced Success Plans (Success Plans), the customer shall contact McAfee Technical Support directly by telephone or online by the Premier Success Portal and open a Service Request (SR). After McAfee Technical Support Engineer (TSE) confirms that the SR is either a Severity1 or a Severity2 issue, McAfee and the customer will work diligently to resolve the SR and to restore operation.

If the criticality of an open SR remains at Severity 1 or Severity 2 and no progress is made, and upon mutual agreement with the customer, McAfee will use commercially reasonable efforts to dispatch a TSE to customer's site. If no local resources are available, travel arrangements will be made for the next available TSE to travel to the customer's site. The engineer will remain on-site until the issue is no longer defined as Severity 1 or Severity 2, or an acceptable resolution or workaround was achieved, or McAfee and the customer have instrumented the troubleshooting and develop a plan towards resolution or up to three (3) days, with travel and expense included.

For Severity definitions for McAfee Product(s) please refer to [McAfee Terms & Conditions](#), Section 5 "Response Times" or the "[McAfee Support Response Charter](#)" – available on the McAfee ServicePortal (support.mcafee.com), under "Programs and Policies".

Provisions for Severity 1 and Severity 2 Onsite Technical Support

Provision for onsite technical support under Success Plans are subject to the following limitations:

- a) The reported SR must be a Severity 1 or Severity 2 level issue
- b) Premier Success Plan customers are entitled to six (6) technical support on-site assistance visits per entitlement year as required to resolve critical Severity 1 or Severity 2 Service Requests.
- c) Enhanced Success Plan customers are eligible for two (2) technical support on-site assistance visits per entitlement year as required to resolve critical Severity 1 or Severity 2 Service Requests.
- d) On-site Support for Severity 1 or Severity 2 SRs is limited to Generally Available (GA) McAfee Software Support only, and does not include on-site service for McAfee Professional Services engagements, including but not limited to assessments, incident response, custom development or any other McAfee Professional Service.
- e) Physical hardware issues (non-software related) are not covered. Refer to the McAfee Corporate Technical Support Terms & Conditions, Section 13, for hardware specific support terms.
- f) On-site critical SR Support may not be available for some McAfee Software products or in some geographic regions, and may require a set-up period before it can be made available to Customers.
- g) It is necessary that Success Plan Customers commit the necessary resources around the clock (24x7) in working with McAfee Technical Support and/or the engineering towards problem resolution of Severity 1 SRs.

Additional Technical Support Onsite Days – Contracting Beyond the Three Days

Should additional days on-site beyond the first three (3) days be necessary, the customer may opt to use an additional onsite visit (from their program entitlement) or purchase additional days at a rate of \$2,000 per day, using the McAfee TS-ONSITE DAILY SKU.