

Levels of Proofpoint Premium Support

Determine the Best Premium Support Level

Membership Benefits	Premium Select	Premium Executive	Premium Executive Plus
Dedicated Time from Named Technical Account Manager (TAM)	✓	✓	✓
Priority CTS Case Handling & Additional CTS Contacts	✓	✓	✓
Case Tracking and Oversight	✓	✓	✓
Escalation and Incident Management	✓	✓	✓
Project and Configuration Consultation	✓	✓	✓
Environment Validation and Upgrade Planning	✓	✓	✓
Annual Health Check & Performance Analysis	✓	✓	✓
Complimentary Web Based Training	✓	✓	✓
Seats in Complimentary Instructor Led Training in Sunnyvale, CA	1 / year	2 / year	4 / year
Product Roadmap Briefings	✓	✓	✓
Monthly/Weekly Support Review Meetings	✓	✓	✓
On-site Operations/Account Reviews	Annual	Quarterly	Quarterly
Premium Reports including Metrics and Comparisons	Bi-Annual	Quarterly	Quarterly
Executive Sponsor		✓	✓
Priority Invitation to Customer Events		✓	✓
Included Professional Services		2 days / year	4 days / year
Discount on Professional Services		10%	10%

About Proofpoint

Proofpoint Inc. (NASDAQ:PFPT) is a leading security-as-a-service provider that focuses on cloud-based solutions for threat protection, compliance, archiving & governance, and secure communications. Organizations around the world depend on Proofpoint's expertise, patented technologies and on-demand delivery system to protect against phishing, malware and spam, safeguard privacy, encrypt sensitive information, and archive and govern messages and critical enterprise information.

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