proofpoint.

WOMBAT SECURITY PRODUCTS SUPPORT SERVICES PROGRAM

Overview. The support services described herein are provided by Proofpoint to each Proofpoint customer ("Customer") pursuant to the terms and conditions of the applicable license agreement ("Agreement") between each customer and Proofpoint or between a customer and an authorized Proofpoint partner. Capitalized terms not otherwise defined herein shall have the meaning set forth in the Agreement. Subject to customer paying the applicable support related fees, Proofpoint will provide the support described herein.

Customer Support for Wombat Security Products. Proofpoint will provide customer support for the Service. Support requests are submitted via the Proofpoint support line as detailed below or via email (support@wombatsecurity.com). Proofpoint shall respond to all submitted requests for customer support within 24 hours (next business day) from the receipt of such requests, between the hours of 7:00 AM – 9:00 PM Eastern Time Monday through Friday excluding Proofpoint holidays.

Support Telephone/Fax Numbers:
U.S. Phone: +1 412-621-1484 press option 2
Toll Free: +1 888-687-1337
U.K. Phone: +44 (20) 3807-3472
Fax: +1 412-621-1489

Support Email:
support@wombatsecurity.com