

Technical Support Offerings

The iboss Distributed Gateway Platform provides web gateway as a service through a revolutionary, cloud architecture – designed to secure the modern, distributed organization. As part of securing your success, we provide a range of customer service options. While all iboss deployments include our **unmatched 12-hour LIVE Support at no additional charge**, customers have the option to purchase Mission Critical Support for even more coverage, shortened service level agreements (SLAs), and dedicated Technical Support Engineers.

No matter which option you choose, you'll experience the highest level of professional service only iboss can provide.

iboss Support Packages	Standard	Mission Critical
Online Support Center Access	✓	✓
Knowledge Base	✓	✓
Online Training, Videos, and User Guides	✓	✓
Named Contacts	0	2
Live Support Hours	8am – 8pm EST	24x7
Professional Services	Not Included	1 hour per month
Priority Levels SLA		
Severity Level 1 Response Time	2 hours	15 minutes
Severity Level 2 Response Time	4 hours	1 hour
Severity Levels 3 and 4 Response Time	24 hours	4 hours
Pricing	Included in every package	Annual per-user pricing model*

*please contact your iboss sales representative for more information

About iboss

The iboss Distributed Gateway Platform is a web gateway as a service that is specifically designed to solve the challenges of securing distributed organizations. Built for the cloud, iboss leverages a revolutionary, node-based architecture that easily scales to meet ever-increasing bandwidth needs and is managed through a single interface. The iboss Distributed Gateway Platform is backed by more than 110 patents and protects over 4,000 organizations worldwide, making iboss one of the fastest growing cybersecurity companies in the world.

To learn more, visit www.iboss.com or contact iboss at sales@iboss.com