

Barracuda Technical Support Terms

These Barracuda Technical Support Terms (“Support Terms”) are incorporated into the Barracuda [Customer Terms and Conditions](#). These Support Terms govern customer use of Barracuda Support Services (“Barracuda Support”). If there is a conflict between these Support Terms and the Barracuda Customer Terms and Conditions, then these Support Terms will prevail.

1. Support Services Options

1.1. Barracuda Support Benefits. Barracuda Support benefits are based on the level purchased by a customer – Core (included with a valid product subscription), Plus or Pro available via add-on to an existing subscription:

	Core	Plus	Pro
Technical Support			
Regional Numbers	Contact Support Phone Numbers Worldwide		
Term	Included	1 years	1 years
24/7 Multi-Channel Support	✓	✓	✓
Software downloads, updates and maintenance	✓	✓	✓
Support Tier entry level	Level 1	Level 2,3	Level 2,3
Priority Handling	Standard	High	Top
Severity 1 Response Time		30 minutes	15 minutes
Standby Support		Office hours	24/7
Technical Account Manager			✓
Formal Root Cause Analysis			✓
Proactive Notification about Resolved Software Issues			✓
Proactive Ticket Evaluation			✓
Packaged Services			
Product Onboarding	Digital Only	Guided First Value Onboarding	Guided Full Value Onboarding
Health Check	Self-Service	Self-Service	Barracuda Resource-Assisted Guided Health Check
Software Update/Platform Migration Service (Year 1)	N/A	N/A	✓

Advisory Credits		2 credits	4 credits
Success			
Health Monitoring (Digital)	✓	✓	✓
Customer Success Manager	Digital Only	Pooled	Dedicated
Executive Business Review		Bi-Annual	Quarterly
Success/Milestone Planning & Alignment		Bi-Annual	Quarterly
Escalation Advocacy			✓
Training			
On-Demand Product Training (Digital)	✓	✓	✓
LMS Team Management & Reporting		✓	✓
Open Enrollment Instructor-Led Training + Certification			2 Vouchers

*An Authorized Contact must be authorized by the customer in accordance with the customer's requirements. Customers are responsible for updating or removing any authorized contacts on their account. See Section 2 below for more information regarding Authorized Contacts.

1.2. Response Levels.

Severity	Definition	Core	Plus	Pro
P1	Major Outage/Business Down: Main functionality of Barracuda Product(s) is not functioning and more than 50% of users are impacted.	Initial Response within two hours (No SLO)	Initial Response within 30 minutes ¹	Initial Response within 15 minutes ¹
P2	Critical: Primary features of Barracuda Product(s) are not functioning, and a significant number of users are impacted.	Initial Response within 1 day (No SLO)	Initial Response within 4 hours	Initial Response within 2 hours
P3	Moderately Impacted: Non-Critical functionality of Barracuda Product(s) is not working as expected or performance is degraded	Initial Response within 2 days (No SLO)	Initial Response within 1 day	Initial Response within 8 hours

	across a small group of users.			
P4	Low Impact/General Questions: Minimal impact to product functionality with available workarounds or customer submitted General Questions about Barracuda Product(s).	Initial Response within 3 days (No SLO)	Initial Response within 2 Days	Initial Response within 1 day
¹ All P1 Severity issues are required to be reported to Barracuda Support by phone to ensure immediate engagement. P1 Severity response times apply only to cases reported via Phone Support where the Customer is reachable and available to work with Barracuda Support.				

- 1.3. Energize Updates. Barracuda's Energize Updates Subscription applies to Barracuda hardware and virtual machine products and gives customers all revisions to the software, meaning changes to the software version both to the right and the left of the version number decimal point. It includes the benefits of the Core Support Service. Plus and Pro Support are available as an additional paid subscription. Core support, which includes email, live chat, online portal, and phone support 24x7 in the US (Pacific Time), Japan, China, Austria and the United Kingdom time zones.
- 1.4. Phone Support. Barracuda will handle any problem involving Barracuda Products over the telephone. Phone support is offered for Core, Plus and Pro 24x7 in the US (Pacific Time), Japan, China, Austria and the United Kingdom time zones (see link above for specific phone numbers).
- 1.5. Contacting Barracuda Support. All technical support cases opened through phone, email, live chat, or the web portal must be placed by Authorized Contacts.
- 1.6. Modifications. Barracuda reserves the right to modify the Support Terms in its sole discretion and will provide Barracuda Support to all customers consistent with the then-current Support Terms.
- 1.7. Support Logs. Barracuda Support logs all support requests in its ticketing system, provides the Customer with a case number, and uses all reasonable efforts to provide a resolution to the issue. Barracuda Support may provide temporary solutions to an issue until a final fix is found.
- 1.8. Restrictions. There may be deployment locations or product configurations for which Barracuda may not be able to provide support. Barracuda may use reasonable efforts to assist Customer, but Barracuda has no responsibility for support in such situations.

2. Working with Barracuda Support – Customers and Partners

- 2.1. Customers acknowledge the operation and effectiveness of Barracuda Products is a function of multiple technical and non-technical influences. These include, but are not limited to: customer network design, customer-specific configurations, customer specified customizations, third-party integrations, customer data quality, customer network availability and performance, third-party applications, customer or partner user training and Barracuda product proficiency, customer or partner standard maintenance requirements of Barracuda products (software updates, patches, or hardware replacements), and business, regulatory compliance, security, privacy, and other relevant requirements, including whether to follow any guidelines or recommendations provided as part of use of Barracuda Support or Services.
- 2.2. If a customer creates a support case, Barracuda must be able to reproduce the issue reported to resolve it. Customers are responsible for working with the Barracuda Support team in any attempts to reproduce the issue reported. Customers must provide at least one primary point of contact (“Authorized Contact”) that is verified to create support cases and contact Barracuda Support on their account’s behalf. This contact must be verified by a Barracuda Support representative if by phone or added to the customer or partner account portal. Authorized Contacts must remain engaged with Barracuda Support to help resolve issues when necessary. To learn more about contacting Barracuda Support, please refer to [Contacting Barracuda Networks Technical Support](#).
- 2.3. Only Authorized Contacts may open a case request. Any inquiries raised by non-verified contacts to Barracuda Support may experience delays in response times while Barracuda properly verifies the customer or partner contact is authorized to create a support case on the customer or partner account’s behalf.
- 2.4. Customers must make all necessary and reasonable efforts to address and resolve IT issues, including those related, but not limited to, hardware, software, integrations, data volume, quality and integrity, network, ISP, and other technical issues for which customers have control or responsibility that may affect the functionality and performance of their Barracuda Product. Customers also must provide prompt and accurate responses to all Barracuda Support inquiries (e.g. within 3 business days), to requests for information related to Services entitlement, install base/license data, relevant updates and/or changes planned to the Customer’s Network.
- 2.5. Customers are responsible for assigning a proposed Priority Level (see Section 1.2) for issues report to Barracuda Support. Barracuda Support has sole discretion to update the Priority Level at any time.

- 2.6. Barracuda Support may be required to make an update, patch, fix, or work-around if available to the customer in order to address issues. Customers are responsible for cooperating with Barracuda Support as required for any installation, testing, or deployment of necessary patches in the customer's Barracuda environment.

3. Software Version Support and Supported Subscriptions

- 3.1. Barracuda Support applies to customers that have active Energize Updates, Instant Replacement, Premium-, Plus- or Pro Support subscriptions. Generally, Customers must be on current or the last software (firmware and applications) and hardware versions to receive Barracuda Support. If a customer is on a version outside of the supported versions and submits a support case, Barracuda Support will only provide basic guidance on troubleshooting the issue. Any further assistance or support required, including benefits of technical support outlined in the Support Terms, will require the customer to upgrade to the applicable supported version(s). Barracuda is not responsible for any issues customers may experience that may occur from use of a non-supported version. Notwithstanding the foregoing, resolution of a support case may require upgrading software, regardless of currently supported versioning.
- 3.2. Customers with expired Energize Updates or Instant Replacement subscriptions have 60 days from the renewal date to extend the subscription. Once the extension period expires, customers may purchase a new Energize Update subscription. Barracuda has no obligation to help customers who do not have a current subscription for Barracuda Support.

4. Hardware Support

Support for Barracuda Hardware, along with detailed information related to such Products, is located in the Barracuda Hardware Program Terms and Conditions, located at https://assets.barracuda.com/assets/docs/dms/Barracuda_Hardware_Programs_Terms_and_Conditions.pdf.

5. Packaged Services

- 5.1. Onboarding, Health Check, Software Update/Platform Migration and Advisory Credit services listed in Section 1.1 above are hereafter referred to collectively as "Packaged Services." Barracuda Packaged Services may be provided in a number of ways, including self-service digital engagements, on-site, telephone, and/or remote support. Barracuda will have the right to use subcontractors to perform all or part of the Services, as it deems appropriate. The Services may include work performed on Barracuda equipment or third-

party equipment. Barracuda will perform Packaged Services during standard office hours (8am to 5pm local time), unless otherwise agreed upon in writing.

5.2. Customer is responsible for (a) use of and access to the Packaged Services, (b) information security and data privacy, (c) appropriate backup of required data, (d) determination of Customer's business, regulatory compliance, security, privacy, and other requirements, each of which Customer must identify to Barracuda prior to engagement to address any issues identified during the provision of the Packaged Services, (e) ensuring appropriate attendees at any meetings, workshops and interviews who can properly and accurately respond to issues identified, (f) providing prompt and accurate responses to information requests, (g) ensuring facilities are available and ready for delivery of the Services, including by providing authorizations, necessary and safe access to equipment, connectivity, and any necessary change/maintenance window(s), and (h) managing any dependencies with Customer's other equipment or software, and/or with any third parties, assist in troubleshooting as needed and ensure the security of chosen delivery methods for the transmission of Deliverables (defined below) to Customer, the use of which will be at Customer's own risk.

5.3. Barracuda retains all right, title and interest in and to all Deliverables created hereunder. Upon Customer's acceptance of a Deliverable, Barracuda grants Customer a non-exclusive, perpetual, non-transferable license to use solely for its internal purposes. Customer's license confers no title or ownership in the Deliverable and will not be construed as a sale of any rights in the Deliverable or the media on which it is recorded or printed. All copyrights and other Intellectual Property Rights existing prior to the date of performance of Services will belong to the party that owned such rights immediately prior to the date of performance of Services. Barracuda will own all copyright, patents, trade secrets, trademarks and other Intellectual Property Rights, title and interest in or pertaining to any techniques, know-how, software, inventions, processes, data, design, diagrams, documentation and all other information and materials created by Barracuda in performing the Services hereunder.

5.4. Deliverables.

5.4.1. Self-Service Product Onboarding & Self-Service Health Checks. Access to Barracuda's self-service Onboarding and Health Check workflows, including instructions and guidance for Customers to self-configure their licensed Barracuda products. Note: Self-Service Onboarding and Health Checks are not available for all Barracuda products.

5.4.2. Guided First Value Onboarding: Up to 4 hours of personalized Onboarding engagement inclusive of the deliverables detailed in the Onboarding data sheet for the specified product(s). The Onboarding scope is delivered on a per product basis

- per Order, not on a per serial number basis. If additional time or assistance is required, Barracuda may refer the Customer to additional, fee-based Professional Services.
- 5.4.3. Guided Full Value Onboarding. Up to 6 hours of personalized Onboarding engagement inclusive of the deliverables detailed in the Onboarding data sheet for the specified product(s). The Onboarding scope is delivered on a per product basis per Order, not on a per serial number basis. If additional time or assistance is required, Barracuda may refer the Customer to additional, fee-based Professional Services.
- 5.4.4. Guided Health Checks. Personalized 60-minute Health Check Consultation to review current Barracuda product configurations and provide recommended configuration updates and additional prescriptive guidance, targeted at improving the Customer's security posture and use of Barracuda products.
- 5.4.5. Advisory Credits. A single "Advisory Credit" is defined as up to 8 hours of delivery or equivalent. Scope, timeframe and deliverables will be established and communicated by Barracuda in advance of any work delivery. Bespoke services delivered under Advisory Credits is governed by and subject to the full Barracuda Professional Services Terms & Conditions located at: https://assets.barracuda.com/assets/docs/dms/Barracuda_Networks_Professional_Services_Terms_and_Conditions.pdf. Services delivered under Advisory Credits must be delivered in no less than four (4) hour increments. All work efforts in support of the deliverables (including Customer meetings, preparation, documentation, testing, etc.) are applied towards the Advisory Credits' budgeted time, noting that unused portions of an Advisory Credit as designated will not be carried forward or used for other services. Advisory Credits are valid for twelve (12) months from the Order Date, after which point Advisory Credits expire and hold no value.
- 5.4.6. Language. All Packaged Services written and verbal communications and deliverables are in English only. Barracuda will use best efforts to provide verbal communications in the language of the Customers choice but will require English delivery where not feasible. Barracuda may elect to use live translation technology and artificial intelligence for translation assistance for verbal and written communications where feasible.

6. Training Vouchers

Training vouchers included with the support subscription can be used for any open-enrollment instructor-led course listed on the public schedule in the Barracuda Campus Training portal. Training vouchers expire 12 months after the subscription purchase date.

7. Engagement with Barracuda Support

7.1. Primary Support Channel – Support Community. **Customers, Partners, and MSPs** are expected to engage with Barracuda Support primarily through the Barracuda Support Community, located at <https://barracuda2018.my.site.com/customers/s/login> for non-critical issues. The Support Community is the standard entry point for case submission, collaboration, and access to knowledge resources.

Use of the Support Community enables:

- Structured and consistent case intake
- Faster triage through improved case quality
- Access to knowledge articles, advisories, and known issues
- Scalable support delivery across customer and partner segments

7.2. Case Submission and Engagement Expectations. When engaging Barracuda Support, Customers, Partners, and MSPs must submit **complete and actionable cases**. Support cases should not consist solely of forwarding problem statements without context or investigation.

Each case submitted via the Support Community must include, where applicable:

- A clear description of the issue and business impact
- Product, version, and deployment details
- Initial investigation and troubleshooting performed
- Mitigation actions already attempted and observed results
- Relevant logs, diagnostics, or supporting evidence

NOTE: Barracuda Support may place cases on hold or request additional information if submissions do not meet these engagement standards.

7.3. Severity-Based Channel Requirements. Support engagement channels are **severity-driven**, not preference-driven:

- **P1 / Critical Severity issues must be reported via Phone Support**, as defined in the Support Terms.

- Real-time availability of a qualified technical contact is required for active collaboration during P1 incidents.
- P1 issues submitted through non-phone channels will be handled in accordance with severity and response-time rules defined elsewhere in these terms.

7.4. Responsibility and Support Boundaries. Barracuda Support is designed to complement customer and partner-delivered operational responsibilities, not replace them.

Accordingly:

- Customers are expected to perform basic troubleshooting and environment validation prior to escalation, which should be verified by Partners and MSPs.
- Partners and MSPs act as the primary support interface for managed or resold customers.
- Barracuda Support focuses on product defects, complex troubleshooting, and escalation scenarios beyond standard operational support.
- Requests outside standard support scope may be redirected to Professional Services or paid engagements, where applicable and at Barracuda's discretion.

7.5. Fair Use and Compliance. Barracuda reserves the right to review support engagement patterns across Customers, Partners, and MSPs to ensure fair use of support resources and adherence to these terms. Repeated submission of incomplete cases, inappropriate severity assignment, or failure to follow defined engagement channels may result in:

- Requests for corrective action or additional enablement
- Case reclassification or delayed response
- Escalation to account, partner, or service management teams, as appropriate.

8. Additional Partner and MSP Technical Support Terms

8.1. Scope and Eligibility. This section applies to all **Partners, MSPs, and Distributors** providing support or service to end customers for Barracuda products and services. Partners and MSPs are expected to act as the **primary support interface** for their managed or resold customers, consistent with Barracuda's Partner-First support model.

8.2. First-Line Support Obligation. Partners and MSPs must perform **initial investigation and troubleshooting** prior to engaging Barracuda Support. Submitting cases that only forward customer requests without meaningful analysis is not considered appropriate use of Barracuda Support services.

At a minimum, submitted cases must include:

- A clear problem statement and business impact
- Relevant product, version, and environment details
- Troubleshooting steps already performed
- Mitigation actions attempted and their outcomes
- Logs, screenshots, or diagnostic outputs where applicable

Barracuda Support reserves the right to request additional information or suspend case progress until sufficient diagnostic details are provided.

8.3. Case Submission Standards.

- Partners and MSPs must submit cases **on behalf of their customers**, not direct customers to open cases themselves unless explicitly authorized by Barracuda.
- Duplicate cases for the same issue (partner + customer) may be consolidated or closed at Barracuda's discretion.
- Repeated submission of low-quality or incomplete cases may result in case reclassification, delayed response, or escalation to Partner Management for review.

8.4. Severity Classification and Escalation.

Partners and MSPs are responsible for **accurate severity assignment** based on Barracuda's severity definitions. Misclassification of severity to accelerate response times is considered misuse of support services.

For P1 / Critical Severity issues:

- Phone reporting requirements apply as defined in the Support Terms.
- The partner must ensure real-time availability of a qualified technical contact to work with Barracuda Support.
- Failure to maintain engagement may result in severity downgrade.

8.5. Certification and Enablement Expectations.

Barracuda's partner support model is **certification-driven**. Partners and MSPs are expected to maintain appropriately trained and certified staff for the products they support.

Barracuda may:

- Limit advanced troubleshooting assistance to partners holding relevant certifications
- Redirect partners to training, documentation, or enablement resources where skill gaps are identified
- Align support entitlements with partner tier, certifications, and service packages.

8.6. Support Boundaries and Exclusions.

Barracuda Support does not replace partner-delivered services and will not:

- Perform routine administration, monitoring, or maintenance
- Act as an outsourced NOC/SOC unless explicitly contracted
- Deliver Professional Services, architecture design, or custom implementations outside of purchased service entitlements

Requests falling outside standard support scope may be redirected to **Professional Services or paid engagements** where appropriate.

8.7. Abuse, Non-Compliance, and Remediation.

Barracuda reserves the right to review partner support usage for compliance with these terms. Indicators of misuse may include:

- Excessive low-quality or duplicate cases
- Repeated escalation without prior troubleshooting
- Chronic misclassification of severity

Where misuse is identified, Barracuda may:

- Require corrective action plans
- Temporarily limit support access to upper tiers
- Escalate the issue to Partner Management for commercial or program review .

8.8. Continuous Improvement and Alignment.

Barracuda may periodically update partner support requirements to reflect changes in:

- Support offerings and tiered service models
- Partner programs and certifications
- Product complexity and operational best practices

Partners are expected to stay aligned with published policies, documentation, and enablement resources.

9. Product Life Cycle. All Barracuda Products and Services are subject to the End of Sale and End of Support Terms located at: https://assets.barracuda.com/assets/docs/dms/Barracuda_End_of_Sale_and_End_of_Support_Terms.pdf.

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