

NEOXSupport Level

FOR PACKETGRIZZLY



1) PACKETGRIZZLY SUPPORT LEVEL: INCLUDED SERVICES

SUPPORT SERVICE	GOLD SUPPORT	PLATINUM SUPPORT
Technical support via ticket system, e-mail and telephone ¹⁾	✓	✓
Software updates	✓	✓
Hardware warranty ²⁾	✓	✓
9x5 NPD Onsite Support ³⁾	✓	✓
24x7x4 Onsite Support ⁴⁾	✗	✓

¹⁾ Support requests can be made 24x7 in German and English via our ticket system by e-mail to support@neox-networks.com or by telephone Monday to Friday between 09:00 and 17:00 (local time), except on German public holidays, under +49 6103 37 666 80.

²⁾ For the basic server system of a PacketGrizzly appliance, the Onsite Support of the hardware manufacturer is available, i.e. for power supply units, backplane, mainboard, CPU, RAM, etc..
 For any high-performance SSDs and FPGA capture cards installed in the appliance, we send the customer replacement hardware in the event of a defect as part of an advance exchange or install spare parts at the customer's premises.
 The hardware manufacturer's Next Business Day Onsite Support is available for any included external storage system.

³⁾ With the Gold Support included with the appliance, the hardware manufacturer's on-site support offers the following SLA: 9 x 5 x NBD (Next Business Day).

⁴⁾ With the optional platinum support, to which the customer can upgrade, the hardware manufacturer's on-site support offers the following SLA: 24 x 7 x 4 (4 hours)

2) SERVICE LEVEL AGREEMENT FOR TECHNICAL GOLD & PLATINUM SUPPORT

Response Time	8 x 5 x 4 (4 hours, Mon - Fri, 09:00 to 17:00, CET/CEST)
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The first component of the response time means that the business hours are 8 hours, from 09:00 to 17:00.

The second component means that the business hours are 5 days per week, from Monday to Friday (except on German public holidays). The third component is the response time of 4 hours.

The response time starts when we receive your support request during business hours. If we receive your support request outside business hours, the response time begins at the start of business hours on the next working day.

If your support request reaches us on a Monday at 10:00, for example, we must respond by 14:00 on the same working day at the latest. If your support request reaches us, for example, on a Tuesday at 2:00, we must respond no later than 13:00 on the same working day (because the response time in this case begins at the start of business hours at 9:00, CET/CEST).

Ideally, our trained support staff will already provide a solution to your problem during the response time. However, a response can also mean a simple feedback from our support team.

2) PRIORITIZATION

SEVERITY LEVEL	DESCRIPTION	EXAMPLES
1	Critical Incident – High impact	Data lost, service/UI not available, device not accessible
2	Major incident – Significant impact	Updates cannot be installed, reduced capture speed, Filter does not work
3	Minor Incident – Low Impact	Graphical bugs, slow UI