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Product Maintenance & Customer Support Services Guide

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INTRODUCTION

CTERA strives to deliver the highest level of technical support, based on industry-best practices and our highly skilled team available around the clock and around the world to our global customers and partners.

We at CTERA realize that efficient and responsive support for our systems is critical to our customers' ongoing business operations. Our support commitment is based on sharing information, responding quickly to changing needs, and working through problems and solutions together with our customers. CTERA's comprehensive support programs are aimed at preventing problems from occurring and helping you to recover swiftly if they do.

CONTACTING US

Web	www.ctera.com/support
Phone	+1-650-227-4950

Customers and partners need to register on CTERA's Support Center access to receive login credentials.

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CTERA CLOUD CARE SERVICES

CLOUD CARE SERVICE OPTIONS AND KEY SLAS

<table>
<tr><th>Service</th><th colspan="2">Description</th></tr>
<tr><td>24x7 Availability</td><td colspan="2">365x24x7 hotline phone support for Severity-1 cases. Unlimited Web and phone support during regular business hours.</td></tr>
<tr><td>Software Updates</td><td colspan="2">Access to all new versions and upgrades assistance.</td></tr>
<tr><td>Knowledge Base</td><td colspan="2">Access to extended documentation and technical articles.</td></tr>
<tr><td>Response Time Targets</td><td>Severity 1: 2 hours
Severity 3: 8 business hours</td><td>Severity 2: 4 business hours
Severity 4: 2 business days</td></tr>
<tr><td>Optional
Technical Account Manager</td><td colspan="2">Designated senior delivery engineer, performing periodic architecture reviews, and assisting in migrations and upgrades.</td></tr>
<tr><td>Optional
Professional Services</td><td colspan="2">Choice of remote or on-site assistance with product implementation, training, and advanced knowledge transfer.</td></tr>
<tr><td>Optional
Hardware Select</td><td colspan="2">24/7 hardware service support.</td></tr>
</table>

SEVERITY LEVELS

Severity	Description	Work Effort
1 Critical	Total service loss or inability to access critical data	CTERA will assign all necessary resources 24x7 to identify and resolve the problem, obtain a workaround or to reduce its severity level.
2 High	Operational aspect of product is severely degraded. Continuous or frequent instabilities affecting customer business	CTERA will identify, find a workaround and/or correct the problem using all available resources during normal business hours.
3 Medium	Product has limited functionality. Partial service loss (loss of redundancy) or a workaround is available to bypass the problem	CTERA will commit full time resources to identify and correct the problem or find a workaround during normal business hours
4 Low	Functionality of product is not impaired. Anomalies in the system processing that do not impact ongoing usage	CTERA will work to identify and resolve the problem according to available resources during normal business hours

ROLES AND RESPONSIBILITIES

Role	Responsibility
Tier-1/Tier-2 Support Engineer	Responsible for troubleshooting any reported technical issues. Once contacted, will gather all relevant information, attempt to resolve the issues and if needed escalate to a higher tier.
Tier-3 Sr. Support Engineer	Knowledgeable of inner product modules and with access to advanced configuration and debugging tools. Assists Tier-2 engineers and escalates to higher tier as needed.
Tier-4 Escalation Engineer	Experienced engineer with access to source code and to DB schemes, for review, debugging and fixing purposes. Global role, working closely with engineering on providing codes hotfixes and version releases.

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CASE HANDLING

CTERA Support makes every effort to resolve all issues as quickly as possible. Technical issues are managed by the engineer assigned to the case who maintains responsibility for the progress of the issue inside CTERA and is empowered to engage all necessary resources to arrive at a satisfactory resolution. Additionally, all escalations are closely monitored by the support management team to ensure that they progress appropriately.

In cases that require access to customer systems for troubleshooting, CTERA's engineers will request remote access to the customer's network according to agreed customer procedures. If the customer does not grant such access, CTERA's ability to troubleshoot and resolve problems may be limited.

CASE HANDLING PROCESS FLOW

- Once a case is entered in the Support Center, CTERA notifies the customer with a return email, of the case number, which is used to track the case until it has been closed.
- CTERA designates a support engineer as the case owner and to serve as the primary point of contact for managing and coordinating the resolution efforts, including, if necessary, escalation to higher support tiers or activation of third-party vendors, such as for hardware repair services.
- On case closure, a notification is sent to the customer with the description of the resolution.

CASE CLOSURE SCENARIOS

- Upgrade to a newer version of the software that corrected the reported problem.
- A workaround is proposed by CTERA and accepted by the customer as a permanent solution.
- CTERA and the customer agree that the product is performing according to design and therefore doesn't need to be changed or that the case would be treated as an enhancement request to be handled according to CTERA's process for design changes and new features.
- The error occurred only once and CTERA and the customer agree, after adequate time was spent investigating the error, that it cannot be reproduced.
- CTERA and the customer agree that the error cannot be fixed in an efficient or feasible manner and requires a design change or rewrite of the relevant segment in a future release.
- CTERA and the customer agree that CTERA's product is not responsible for the issue.
- For hardware fault cases under the Limited Hardware Warranty (LHW), the customer has confirmed that it has received a functional replacement.

Notes

- Customers are requested to open separate cases for each technical problem, to maintain accurate tracking and handling.
- CTERA has the right to close a case if a customer is unresponsive. In such a scenario, CTERA notifies the customer upon case closure and prepares a detailed description of the closure and resolution, if applicable, in the CRM application.

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ADVANCED SERVICES

PROFESSIONAL SERVICES

CTERA provides the option for remote or on-site professional services delivered by the CTERA Service Delivery expert team. These services include installations, integrations, assistance in complex migrations and upgrades, performance tuning, and DevOps automation.

CTERA Professional Services are billed based on CTERA’s standard daily rate, including reasonable travel and lodging expenses.

TECHNICAL ACCOUNT MANAGER

The CTERA Technical Account Manager (TAM) is a designated senior delivery engineer assigned to the account, for performing periodic architecture reviews, and assisting in migrations and upgrades. The TAM has the following responsibilities:

- **Customer Ambassador** – Develop a long-term partnership with the customer to maximize productivity and optimize CTERA services and support.
- **Enhance Usability** – Validate customer success and realize the full value of their CTERA investment.
- **Customer Environment** – Learn and fully understand the customer infrastructure, document each customer's processes, procedures, customizations, and configuration.
- **Single Point of Contact** – Be the main focal point for the customer for all technical specifications, issue resolution, and escalations, including hands on technical support activities where required.
- **Project Management** – Assist in setting project goals and KPIs and work with the customer to monitor progress and to synchronize the participation of various stakeholders for each specific task.
- **Communication** – Report the current/project status to various stakeholders internally and externally while provide timely status updates, root-cause analysis and resolution strategies whenever required.
- **Proactive Maintenance Approach** – Set a recurring proactive maintenance and audit cadence to recognize and resolve systemic issues ahead of time and prevent them from repeating.

TRAINING

Choice of online and on-site training courses for customer technical staff covering the CTERA product line, including practical exercises around common provisioning tasks, installations and optimizations, and troubleshooting techniques.

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HARDWARE MAINTENANCE

The following section defines the processes, obligations and coverage for physical appliance purchased from CTERA, and doesn't apply to customers who are only using the software version.

CTERA hardware warranty is subject to terms and conditions of the CTERA Limited Hardware Warranty. In any case of contradiction between the contents of this document and the Limited Hardware Warranty, the terms of the Limited Hardware Warranty shall be the binding terms.

CTERA CLOUD CARE FOR HARDWARE APPLIANCES

CTERA Cloud Care Services for hardware appliances extend the basic hardware warranty to include CTERA maintenance services for the hardware and the embedded software, including licensed access to software updates.

CTERA requires a minimum 3-year term for Cloud Care purchased with any hardware appliance, which can be extended up to a maximum of 5 years.

HARDWARE REPLACEMENT PROCEDURE

Once CTERA Support determines that a hardware component needs to be replaced it assigns an RMA number to the case and initiates the shipping of the replacement part, and if required, dispatches a field technician to perform the part replacement.

Since any hardware replacement can be processed only after full failure diagnosis, all relevant information such as support reports and logs should be provided to CTERA, and the customer is required to cooperate with CTERA with the recommended troubleshooting procedures.

If a replacement product is required, CTERA will provide the same or an equivalent product model. The replacement product shall be new or refurbished and equivalent to new and shall be warranted as new for the remainder of the warranty period.

The customer is responsible to clear any sensitive data from the returned gateway, including configuration, physical hard drives, and so on.

CTERA SELECT

The CTERA Cloud Care Select option extends the CTERA hardware service from standard next business day to 24/7 on-site technician coverage.