CTERA Support Policy

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OUR COMMITMENT TO SUPPORT

CTERA strives to deliver the highest level of technical support, based on industry-best practices and our highly skilled support team. Our support is provided through a variety of means around the clock and around the world to our global customers and partners. Our technical support is delivered by experts located in Europe and North America.

Our dedicated technical support engineers have a thorough understanding of our products and provide personalized assistance to ensure that our customers are getting the most of our products.

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.

In this chapter

- Terminology
- Target Audience

TERMINOLOGY

Term	Description
Partners	CTERA's authorized distributors and resellers.
Customer	The company, organization, government department or other group entity that is the end user of the product and is under a paid support plan.
Software product	See Product.
Appliance	The hardware device provided to the customer. This document applies to all appliances presently marketed, sold and supported by CTERA.
Product	The CTERA appliances, CTERA Portal, CTERA Agents, or CTERA Mobile Apps.
Third Party	Software suppliers with which CTERA has a contractual relationship and whose technology is integrated with a CTERA product.
CTERA Cloud Care	The standard support offering.
CTERA Premium Cloud Care	The premium support package, which includes 24x7 coverage on top of the standard CTERA Cloud Care.
CTERA Enterprise Support	The enterprise support package, which includes extended services on top of the CTERA Premium Cloud Care.
Call, Case	A reported problem to be logged and subjected to the support case handling process.

TARGET AUDIENCE

This document sets the service level agreement for CTERA channel partners and customers.

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SUPPORT RESOURCES

In this chapter

SUPPORT RESOURCES OVERVIEW

CTERA technical support is intended to provide the partner and customer with the solutions and knowledge to ensure that the customer derives maximum satisfaction and benefits from CTERA's products. This section explains the communications and problem solving methods that need to be employed to achieve this goal.

CTERA agrees to provide its partners with the technical knowledge and analysis services to assist them in solving current customer problems, as well as pro-actively anticipating and preventing technical problems.

CTERA's technical support includes highly skilled support engineers who are backed up by CTERA's R&D. CTERA's tiered support plans provide maximum flexibility based on partners' and customers' specific business needs. CTERA combines state-of-the-art technology with a highly skilled team to deliver world-class support via an international infrastructure. Support Centers are strategically located in North America and Europe. Support services are delivered using a variety of media, including the web, remote sessions, telephone and on-site visits. The support engineers have access to our global Customer Relationship Management (CRM) system, which enables them to share the latest up-to-date technical information. It assists them to provide fast, consistent responses to partner and customer concerns worldwide.

In addition, a centralized knowledge base of technical support solutions is available at the *Support Center* (http://www.ctera.com/support) for partner and customer use. CTERA's knowledge base includes detailed descriptions of known and proven solutions to technical, installation, and configuration issues, along with "how to" solutions.

ONLINE SELF-SERVICE SUPPORT

The CTERA *Support Center* (http://www.ctera.com/support) provides 24-hour online support resources.

Resources are available for each product line and can include:

- Knowledge base
- Product documentation
- White Papers
- Software updates
- Product upgrades

REPORTING A PROBLEM

You can report a problem to CTERA technical support through the following channels:

- *Online –* Reporting Online (preferred)
- *Phone –* Reporting by Phone

Reporting Online

- Channel partners can register on CTERA's website for *Support Center* (http://www.ctera.com/support) access. The preferred method for reporting problems is by completing an online case report form in the English language. The partner or customer will receive confirmation by email.
- When a web submission of a case report form is received from a partner or customer, a support case (case) is automatically opened in CTERA's CRM.

Reporting by Phone

Telephone based support is available during normal business hours in North America and European time zones. Phone calls to support made outside of normal operating hours (for critical issues only and for entitled customers) may be relayed via a paging service. In this scenario, the customer or partner will receive a call back within two hours.

- North America: +1 650-227-4950
- International: +972-3-679-9001

SERVICE HOURS AND SERVICE METHODS

Operating Hours

CTERA standard support helpdesks operate during normal business hours, which vary by region. The following schedule is currently in effect:

• North America – 7AM to7PM CST (GMT-6), Monday to Friday

• International – 7AM to 5PM (GMT), Sunday to Friday

Availability

Technical Support availability is based on support plans (see Support Plans).

Response Method

CTERA provides service response via the Support Center, telephone, or email, depending on the severity level (see Severity Level).

Remote Access

In cases where accessing the customer's configuration and/or appliance is required for problem analysis, CTERA's support personnel request remote access to the customer's site. This is done according to the customer's agreed procedures.

If the customer does not grant remote access due to his security policy, CTERA Support´s ability to troubleshoot and resolve problems may be limited. CTERA understands and respects restrictions such as these. However, this may have an impact on the case handling process.

On-site Professional Services

• CTERA provides on-site support at the customer's location in the event that during the escalation procedure a situation arises whereby both CTERA and the partner or customer believe the only method of progressing a case is to visit on-site. In this case, on-site support is billed to the partner or customer based upon CTERA's standard daily rate for on-site technical support, including reasonable travel and lodging expenses, billed at actual cost.

• Enterprise Support plan includes scheduled on-site visits. Customers with Enterprise Support plan are entitled to up to five days of on-site technical support services (depending on deployment size) per subscription year, including travel and expenses, divided over a maximum of two visits.

SUPPORT PLANS

Support Plan	CTERA Cloud Care	CTERA Premium Cloud Care[a]	CTERA Enterprise Support
Technical support availability	During regular business hours, defined by region	24x7x365[b]	24x7x365[b]
Telephone support	During regular business hours, defined by region	24x7x365[b]	24x7x365[b]
Software updates	Yes	Yes	Yes
Extended product documentation	Yes	Yes	Yes
Prioritized queuing of all support cases	—	Yes	Yes
Technical Account Manager	—	—	Yes
Periodic architecture review	—	—	Yes
Upgrade and migration planning assistance	—	—	Yes
Periodic account reviews	—	—	Yes
Professional Services	—	—	5 days[c]

a. Available for qualified customers (certain deployment parameters must be met)
b. Support outside of regular CTERA business hours is only available for Severity-1 cases
c. Per subscription year. The 5 days are limited to a maximum of 2 visits. Restrictions in travel and expenses might apply depending on customer location.

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THE SUPPORT PROCESS

In this chapter

- Roles and Responsibilities
- Case Handling Procedures
- Service Level Guidelines
- Case Resolution and Escalation
- Hardware Maintenance

ROLES AND RESPONSIBILITIES

Support Tiers Definition

The following chart describes the different support tiers and their responsibilities.

Support Tier	Party	Responsibility
Tier 1	Customer Helpdesk	- The lowest available tier of support (excluding self- service support). - Front-end support takes initial calls from end users regarding any helpline question or problem they might have with their CTERA solution. - Knowledgeable of the solution features and basic configuration. - Gathers the end user's information and determines the end user's issue by analyzing the symptoms and figuring out the underlying problem. - Provides information to end user about basic product functionality and configuration, or refer the end user to the relevant online help page or KB article that describes.

Support Tier	Party	Responsibility
Tier 2	CTERA Partner	• Serves as the escalation point for T1.
		• Knowledgeable of the product architecture, components and troubleshooting techniques.
		• Provides a more in-depth support for each component and for the entire solution.
		• Capable of collecting debug information from the product including logs, configuration files, etc.… and perform a basic review.
		• Performs checks on the customer's side to troubleshoot and identify issues related to the environment, network, etc.…
		• Responsible for assisting T1 in solving basic technical problems and for investigating elevated issues by confirming the validity of the problem and seeking for known solutions related to these more complex issues.
		• Prior to the troubleshooting process, it is important that the technician review the case notes to see what has already been accomplished by the T1 technician and how long the technician has been working with the particular customer.
		• If unable to provide a solution, escalates to T3 support.
Tier 3	CTERA Support Team	• The highest tier of support experts.
		• Serves as the escalation point for T2.
		• Verifies the troubleshooting activities performed by the lower tiers and assists them to collect additional information as needed by joining T2 on remote sessions with customer.
		• Has deeper knowledge on the inner product modules and access to restricted parts of the product and configuration which are required for the troubleshooting.
		• Capable of reviewing and analyzing product and system logs to identify the possible root cause of more complex issues.
		• Authorized to detect and determine hardware related issues.
		• Has access to advanced configuration, debugging tools and equipment.
		• If unable to provide a solution, escalates to T4.
Tier 4	CTERA Development Team	• The highest technical level.
		• Serves as the escalation point for support T3.
		• Has full access to the internal source code for review, debugging and fixing purposes.
		• Capable of providing code fixes in form of hotfix patches or fix version releases.

CASE HANDLING PROCEDURES

Case Handling Process Flow

The following flow chart displays the case handling process.
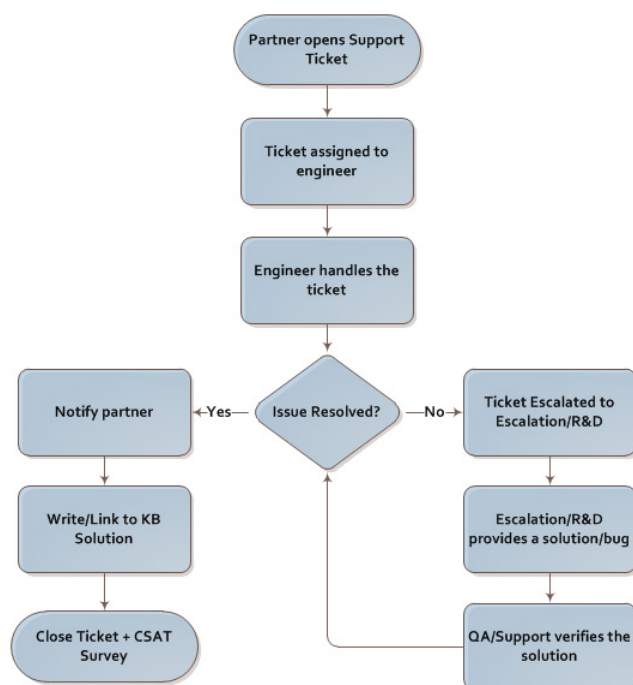
- After the partner submits a case via the Support Center, the system notifies the partner of the case number immediately. This case number is used to track the case until it has been closed.
- In order to maintain accurate tracking and handling, the partner must open a separate case for each technical problem.
- CTERA designates one of its support engineers as the case owner. This provides the partner with a primary point of contact who will manage and coordinate the efforts to resolve the case. This includes, if necessary, escalation to an R&D specialist and/or hand-off to a third party.
- CTERA is still responsible for the support case even if CTERA is required to make contact with a third-party vendor. All interfaces with the third-party vendor are handled by CTERA.
- When a decision has been made regarding the resolution of a case, it is communicated to the partner and the case is then closed. On closing a case, a notification is sent to the partner and a detailed description of the resolution is documented in CTERA's CRM.

Problem Closure

The initial status for a case is New. Although other statuses will likely be set as the case progresses, the case will remain open until it is resolved or closed according to the following guidelines:

• Reinstalling the software corrected the reported problem.

• CTERA generated a solution based upon either a software update or a new image that has been tested to confirm that it solves the problem and does not introduce any additional problems.

• CTERA and the partner agree that the product is performing according to design and therefore doesn't need to be changed.

• CTERA and the partner agree that the product is performing according to design and agree that the problem will be treated as an enhancement request to be handled according to CTERA's process for design changes and new features.

• CTERA and the partner agree that the device is performing according to design but that there is an error in the documentation which will be modified accordingly.

• The error occurred only once and CTERA and the partner agree after adequate time spent that it cannot be reproduced.

• The case turned out to be a software bug and is awaiting a fix in a future release.

• A workaround is proposed by CTERA and accepted by the partner as a permanent solution.

• CTERA and the partner 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 partner agree that CTERA's product is not responsible for the issue (Non-CTERA issue).

• The partner has confirmed that they have received the necessary information from CTERA.

• The partner has confirmed that they have received functional replacement hardware (for hardware fault cases under the Limited Hardware Warranty (LHW). See also Hardware Maintenance.

• CTERA Support has the right to close a case if the partner is not responsive. CTERA notifies the partner upon the closure of a case and promptly prepare a detailed description of the closure and resolution (if applicable) in the CRM application. The partner is requested to respond to a customer satisfaction survey to enable CTERA to improve its support service on an ongoing basis.

SERVICE LEVEL GUIDELINES

Initial Response Times

Severity is the primary determining factor for response times to new cases. The table below shows CTERA's initial response time targets for each severity level. Response times are calculated from the time at which the issue or question is reported to CTERA.

Severity Level	Terminology	Response Time
Severity-1	Critical	within 2 hours[a]
Severity-2	High	within 4 business hours

Severity Level	Terminology	Response Time
Severity-3	Medium	within 8 business hours
Severity-4	Low	within 2 business days

a.   Phone communication is required by the partner/customer to ensure a 2 hour response.

Severity Level

The partner or customer, together with CTERA Support, determines the severity level as follows:

Severity	Description	Work Effort
Critical	Total service loss, inability to access critical data	CTERA will assign all necessary resources to identify and resolve the problem, obtain a workaround or to reduce the severity level of the problem. CTERA will work on the problem 24 hours per day, 7 days per week, every day of the year, including holidays (24x7x365).
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.
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.
Low	Functionality of product is not impaired. Anomalies in the system processing that do not impact ongoing usage. This category includes documentation corrections, nuisance issues and messages.	CTERA will work to identify and resolve the problem according to available resources during normal business hours.

CASE RESOLUTION AND ESCALATION

Case Resolution

CTERA Support makes every effort to resolve all issues as quickly as possible. While we would like to be able to commit to resolving issues in a specific time frame, the nature and complexity of technical issues makes it impossible to do so. Technical issues are managed by the engineer assigned to the case. They maintain responsibility for the progress of the issue inside CTERA and are empowered to engage all resources necessary including support management, R&D, QA, Order Entry, and Sales teams to come to a satisfactory resolution. Additionally, all escalations are closely monitored by the support management team to ensure that they progress appropriately.

Case Escalation

We are committed to solving every support case in a timely manner. If, at any time, you are not satisfied with the level of support that you received, you are encouraged to bring this to the attention of our support management team.

The Technical Support escalation path is:

1 Partner/customer
2 Technical Support engineer
3 Shift manager
4 Director / senior director of technical services

To escalate a case, the partner/customer should notify CTERA by contacting the assigned engineer and asking that the case be escalated. This action initiates notifications to the appropriate members of the support management team and the partner/customer will receive confirmation of the escalation within the same business day.

Note: If a timely response as described above is not received, the customer or partner shall contact support in the normal way and ask to speak directly with the manager on duty or their account manager.

HARDWARE MAINTENANCE

This is only relevant for CTERA products on hardware platforms. Please see the CTERA's Hardware Maintenance policy under the Support Center.

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PARTNER RESPONSIBILITIES AND SUPPORT LIMITATIONS

In this chapter

PARTNER OBLIGATIONS

CTERA partners provide Tier 1 customer support. This obligation means that partners are the primary customer interface and are obligated to:

*   Provide a timely response to the current status of issue, recommended solutions, and deployed software updates.
*   Have proper technical personnel available for consultation, further testing, and diagnosis, as needed.
*   Gather log files and data, as requested by CTERA.
*   Participate in conference calls as needed.

SUPPORT LIMITATIONS

CTERA has no obligation to support any of the following as part of the support contract:

*   Hardware and software appliances modified or altered without prior written approval from CTERA.
*   Products that are not on a currently supported release (after EOL).
*   Non-CTERA software products such as operating system or hypervisor support.
*   Software products: third party application support for software that was not licensed from CTERA.
*   Appliances or software not purchased through CTERA accepted channels.
*   Support cases for which no support contract is in effect, including expired support contracts and/or subscriptions.
*   Replacement of hardware if the appliance is out of warranty.
*   Replacement of hardware for normal wear and tear.
*   Damage caused to the product(s), or any part thereof, by accident, the elements, failure in electrical power, computer viruses, acts of God, the use of unauthorized parts or software, or negligence of the customer or any of its employees or representatives.
*   Product training and professional services.
*   Step-by-step installation instructions and product implementation assistance.
*   Free on-site support (see On-site Professional Services)

Issues related to the need for training or implementation assistance may be referred to our professional services or sales team who will work with the partner or customer to arrange the services needed.