

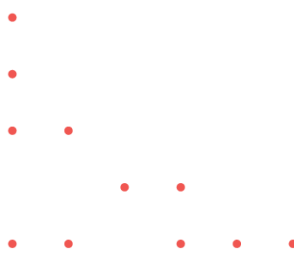


Plixer Support and Maintenance Guide



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About this Guide

This Plixer Support and Maintenance Guide (“Guide”) describes the terms and conditions under which Plixer will provide post-sales technical support services for the period of time that support has been purchased from Plixer or from a Plixer authorized reseller or distributor (“Contract Term”). Your use of Plixer products remains subject to the terms of the agreement under which the Plixer product was originally purchased from Plixer or from a Plixer authorized reseller or distributor (“Agreement”). The terms of the Agreement shall apply to the delivery of support under this Guide, including for the avoidance of doubt, any disclaimers of warranties, limitations of liability and other applicable provisions.

Plixer reserves the right to amend or change this Guide at any time; however, any such changes will not result in a material reduction in the level of services provided for a product during the support period for which fees for technical support have been paid.

The latest version of this Guide supersedes all previous versions. The latest version of this Guide is available at <https://plixer.com/support>.

The document number displayed on the title page indicates the version.



Plixer Support and Maintenance Overview

Plixer Support & Maintenance services are required to maximize the value of your Plixer solution. During the contract term, Plixer provides the following services:

Plixer Customer Support: Access to a Customer Support technician and engineering support.

Plixer online support resources: access to the latest software and documentation updates, online training resources and technical blogs.

Introducing your Customer Support Team

Plixer's Customer Support team is your primary point of contact with Plixer for all service and technical issues.

Plixer provides two types of support, Tier I and Tier II support.

Tier I Support

Plixer Customer Support is available by telephone (+1 207- 324-8805 ext. 4), email, and live chat from 8am – 5pm EST/EDT Monday through Friday. Response time is within 24 business hours; however, we work hard to respond immediately to any support issues that arise within our listed business hours above.

Any software currently under maintenance has access to major or minor upgrades 24 hours a day. This includes all version number increases, enhancements, and bug fixes, and excludes any add-on purchases that would be covered under separate maintenance contracts.

Tier II Support

Plixer Customer Support is available by telephone, email, and live chat 7 x 24 x 365 basis. Upon purchase of Tier II support, you will be provided with an alternative phone number to call for support outside of 8am – 5pm EST/EDT. Live Chat and email support are available

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from 8am – 5pm EST/EDT Monday through Friday. Live Chat and email requests submitted outside these hours will be processed on the next business day. Response time is within 1 hour of support request.

Upgrades

Any software currently under maintenance has access to major or minor upgrades 24 hours a day. This includes all version number increases, enhancements, and bug fixes, and excludes any add-on purchases that would be covered under separate maintenance contracts.

Advanced Training

A one-hour training session led by one of our skilled NetFlow specialists can provide employees insight into recent product updates, along with necessary skills to be a NetFlow expert. On-site services and additional training may be purchased if needed.

Reporting a Problem

When you need assistance with your Plixer solution, you have 2 ways to contact us for help.

Telephone

For urgent matters that require our immediate attention.

Tier 1 Support: Monday – Friday, 8AM – 5PM EST/EDT

Tier 2 Support: 24-hour x 7 days

(207) 324-8805 (ext. 4)

Online

For non-urgent matters, customers are encouraged to reference our product documentation, how-to and training resources or to open a ticket with us via the web at <https://www.plixer.com/support/>

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Preparing for your Call

Listed below are a few items that can help make your first contact with Plixer Customer Support more effective. This will help us resolve your issue more quickly.

New issues

- Customer ID
- License or serial number(s) of affected Plixer systems
- Any logs and/or results from any troubleshooting you may have already completed
- As much detail about the issue as possible, including any issues that you are having with other parts of your infrastructure that may be impacting the Plixer solution.

Existing issues

- Ticket Number
- Previous Customer Support Engineer you worked with
- Any new status or details about the issue

Opening and Tracking Tickets

All customer interactions that require action by Customer Support are logged into a trouble ticket tracking system. The record created in this system is called a ticket. When you communicate with Customer Support to report an issue or request a service, Customer Support opens a ticket containing all available information, assigns it a priority, and gives it a tracking number that allows you and the Plixer staff to quickly identify the ticket and track its status.

Among other information, tickets contain:

- Name of the customer requesting the service request
- Description of the event or request
- Tracking number
- Severity of issue
- Date the SR was opened and time the problem began
- Current status and steps taken to resolve the problem

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As Customer Support and other Plixer staff address each ticket, its current status is updated in the trouble ticket tracking system. Throughout this process, you receive periodic notifications regarding the status of your ticket. For all issues, you will receive status updates from Customer Support. Your Customer Support Engineer provides you with your trouble ticket tracking number. Please reference this number whenever you contact Plixer regarding the status of your issue.

Plixer requires permission to access the affected system to investigate and troubleshoot issues.

Plixer also requires permission to make changes and install software patches or upgrades.

Online Support Resources

At all times the following online resources are available to you

Plixer Documentation: <https://docs.plixer.com/en/latest/>

Exporter Configuration: https://docs.plixer.com/en/latest/exporter_configuration.html

Training Videos: <https://www.plixer.com/support/training-videos/>

Software Updates

Whenever Plixer releases a software update for your Plixer software, you are notified via email based on the contact details provided to Plixer. To receive these emails, it is important that you keep your contact information up to date with Customer Support.

As part of problem resolution, Plixer may offer a patch to resolve Severity 1 and Severity 2 issues. These will be considered for Service Impacting software issues for which a workaround is not available, or a fix is not currently available via a maintenance release. If the fix is available via a maintenance release, you will need to upgrade to that maintenance release to obtain the fix. This policy follows Plixer's Best Practice methodology to ensure any interdependencies are addressed within the maintenance release.

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A patch may only be made available for Generally Available releases that have not reached End of Maintenance. For currently supported releases, please refer to the Plixer Product Lifecycle Policy https://docs.plixer.com/en/latest/product_release_eol.html.

Plixer Support SLAs

Plixer has an experienced team of specialists that are dedicated to helping Plixer customers. To assist with any product questions or support, Plixer can be contacted via telephone and online (<https://plixer.com/support/>).

Tier I support hours are between 8 AM – 5 PM ET Monday through Friday excluding holidays. Tier II support hours are 24 x 7 x 365.

Response time shall be within 1 business day. However, Plixer will use reasonable commercial efforts to respond immediately to any support issues that arise within our listed business hours.

Operating System Related CVSS Alerts

All operating system patches classified by the Common Vulnerability Scoring System (CVSS) rating scheme have a “CVSS Temporal Score.”

Plixer adheres to the following time periods for deploying software patches as described in the table below:

RISK SEVERITY	CVSS SCORE	RECTIFICATION PERIOD
Critical	9 or above	*Within 7 days after notification to Plixer
High	7 or above and lower than 9	*Within 60 days after notification to Plixer
Middle	5 or above and lower than 7	*Within 90 days after notification to Plixer
Low	Lower than 5	*Within 120 days after notification to Plixer

* If an official software patch is not available at the time of notification, the rectification period will begin when a patch becomes available.

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Severity Classifications

Within the scope of providing technical support, Plixer shall confirm any defects reported in writing or by telephone, thereby commencing the appropriate *defect rectification period*. If it is not possible to rectify within the appropriate *defect rectification period*, Plixer will notify the Customer without undue delay, stating the reasons.

CATEGORY	DESCRIPTION	RECTIFICATION PERIOD
Severity 1	(Complete failure): Essential features or essential functions do not work properly.	5 days
Severity 2	(Material Fault causes unreasonable business risk): Using the goods in day-to-day business is possible, but only by taking additional considerable measures.	10 days
Severity 3	(Isolated defect): One individual function of the goods does not work properly and leads to an impairment of the usability of the goods that is not insignificant only, but can be narrowed down locally and systematically.	2 weeks
Severity 4	(Insignificant impairment): One individual function of the goods does not work properly and leads to an impairment of the usability of the goods that can be narrowed down locally, but is not significant.	4 weeks

Plixer shall deal with defects of any Plixer Solution and the pertaining documentation without undue delay and remove them within what Plixer determines is a reasonable time.

Plixer understands that time is of the essence. However, upon further investigation, certain defects may require more or less time than outlined above. Due to the nature of the defect, if more time is required than the defined *Defect Rectification Period*, Plixer will promptly notify the customer with an estimated time of rectification.

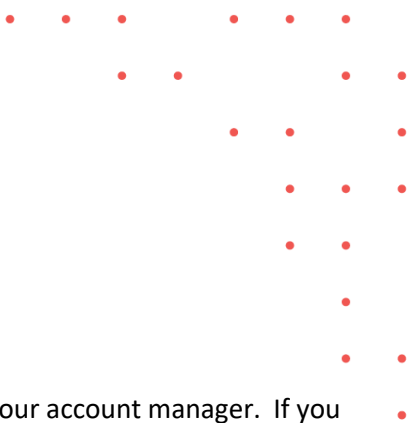
Sales and Account Services

Billing Inquiries and Contract Renewals

If you have questions about your Plixer invoice, or are renewing your existing support contract, contact your Customer Success Manager. If you do not have direct contact information for your Customer Success Manager, please email customersuccess@plixer.com and your Customer Success Manager will contact you directly.

Orders

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To place an order or to check the status of an existing order, contact your account manager. If you do not have direct contact information for your account manager, please email customersuccess@plixer.com and you will be connected with your account team.

