TetherView Private Cloud Production Support

24x7x365 Support for Private Cloud Service

- One support team for business and technical assistance
- 24x7 support for Severity 1 issues
- Fast response times for critical issues
- Unlimited number of Support Requests

Overview

TetherView Production Support is designed to provide the support you need. We work with you to maximize the utilization of your service and ensure the appropriate resources within TetherView are engaged when you need them. Our support centers are staffed around the clock to give you access to our industry-leading Technical Support Engineers who are experts in private cloud.

Feature	Production Support
Service Supported	Per your agreement
Hours of Operation	24 Hours/Day 7 Days/Week 365 Days/Year
Method of Access	Telephone/Web/Email
Response Method	Telephone/Email
	Technical Support Business Support
Number of Support Requests	Unlimited
Target Response Times Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	 30 minutes or less 4 business hours 8 business hours 12 business hours

One Support Team

Technical Support
Experienced Technical Support Engineers are here to provide a fast response to your technical questions.

Business Support
Available for TetherView partners:

Private Cloud Customers: The TetherView business development team will proactively welcome new customers into the service and coordinate onboarding activities. This team also works with you to help fully utilize the service and ensure the appropriate resources within TetherView are engaged when you need them.

Contact Your Support Team

You can contact TetherView Support by phone, email or the web. TetherView Support phone numbers are located here www.tetherview.com Support Requests can also be submitted from the web help.tetherview.com

Support Requests

You may submit an unlimited number of Support Requests.

TetherView is committed to rapid response of all Support Requests. All Severities can be logged with TetherView on a 24 hours per day, 7 days per week, 365 days per year basis via email or web. All Support Requests can be tracked online by the user who logged the Support Request.

Support Policies

Your use of this offering is subject to the following policies: Length

of Support

Support is included with the purchase of TetherView Private Cloud and is the same duration as the subscription term.

Response Times

Response times depend on the severity of the issue. The Summary of Support Features chart above provides an overview of the different response times.

TetherView will use commercially reasonable efforts to respond promptly to each Support Request (whether filed via email or web) within the published response times. TetherView does not guarantee resolution time as that may vary on the nature of the problem. A resolution may consist of a fix, workaround or other solution TetherView deems reasonable.

TetherView will use reasonable efforts to meet the response time objectives stated in the table above. TetherView will provide continuous efforts (24x7x365) to resolve Severity 1 service availability issues until a workaround or resolution can be provided or until the incident can be downgraded to a lower severity.

The severity levels are defined below.

Severity Definitions

Critical (Severity 1)

- Critical production issue affecting all users, including service unavailability and data integrity issues with no workaround available.
- Service crashes or hangs indefinitely causing unacceptable or indefinite delays for resources or response.
- Severity 1 issues identified by the customer not related to a service interruption / outage require the customer to have dedicated resources available to work on the issue on an ongoing basis or the severity level will drop to Severity 2.

Major (Severity 2)

- Major functionality is impacted or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available.
- Important features of the service offering are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Minor (Severity 3)

- Service is operational but partially degraded for some or all customers, and an acceptable workaround or solution exists.
- Problem with non-critical feature or functionality.

Cosmetic (Severity 4)
- Inquiry regarding a routine technical issue; information requested on service capabilities or bug affecting a small number of users. Acceptable workaround available
- Enhancement requests, missing or erroneous documentation.

Support Request Severity Life Cycle

Support Requests are assigned a severity level based on the nature of your request. We highly recommend you familiarize yourself with the severity definitions and response times defined above.

Downgrade of Severity Level – If, during the Support Request process, the issue no longer warrants the severity level currently assigned based on its current impact on the production operation of the IaaS service, the severity level will be downgraded to the severity level that most appropriately reflects its current impact.

Upgrade of Severity Levels – If, during the Support Request process, the issue warrants the assignment of a higher severity level than that currently assigned based on the current impact on the production operation of the IaaS service, the severity level will be upgraded to the severity level that most appropriately reflects its current impact. In requesting any assignment of a higher severity level, TetherView may request you to provide additional information that demonstrates the increased impact of the issue.

Adherence to Severity Level Definitions – You shall ensure that the assignment and adjustment of any severity level designation is accurate based on the current impact on the production operation of the service. You acknowledge that TetherView is not responsible for any failure to meet performance standards caused by your misuse or mis-assignment of severity level designations.

Support Request Escalation

Your TetherView support team always works to ensure that the appropriate resources and level of focus are applied to your request. If you are not satisfied with the progress of your Support Request you can request an escalation. By invoking the escalation process, additional levels of TetherView management attention, procedure reinforcement and resource prioritization are brought to bear on resolving your Support Request.