

KEY ORCHESTRATION™

PRODUCT SUPPORT OVERVIEW

The Fornetix™ Product Support Department (PSD) provides hardware and software support for Fornetix products 24 hours a day, 7 days a week. The PSD is comprised of a team of product support specialists available to provide support for Fornetix customer's incidents or requests submitted via phone, email, or support portal.

SERVICE LEVEL AGREEMENTS

Fornetix offers two levels of service level agreements (SLAs) that provide additional features designed to help you increase operational efficiencies and reduce downtime. Depending on which level of support is purchased, there are corresponding levels of expected response. All solutions include the first year of Standard Support and Maintenance, which can be upgraded to a Premium level. All customers with active support have access to all firmware and software updates for their current system.

SUPPORT LEVELS

	STANDARD SUPPORT	PREMIUM SUPPORT
DESCRIPTION	Base level for support and maintenance	Upgraded support and maintenance response times at a premium price
HOURS OF COVERAGE	Standard Business Hours	24x7
SUPPORT CHANNEL	Phone, Support Portal, Email	Phone, Support Portal, Email
RESPONSE TIME	Initial and ongoing response times will depend on severity of issue	Initial and ongoing response times will depend on severity of issue

SEVERITY LEVELS

The four levels of severity are described below, ranging from urgent to low severity:

Severity 1 (urgent): A problem that severely impacts your use of the Key Orchestration system or components in a production environment. The situation stops your business operations and no procedural workaround exists.

Severity 2 (high): A problem where the Key Orchestration system or components are functioning but its use in a production environment is severely reduced. The situation is causing a high impact to portions of your business operations and no procedural workaround exists.

Severity 3 (medium): A problem that involves a partial or non-critical loss of use of the Key Orchestration system or components in a production environment or lab/test environment. For production environments, there is a medium-to-low impact on your business, but your business continues to function by using a procedural workaround. For lab/test environments, the situation is causing your project to stop working.

Severity 4 (low): A general usage question, reporting of a documentation error, or recommendation for a future product enhancement or modification. For production environments, there is a low-to-no impact on your business or the performance or functionality of your system. For lab/test environments, there is a medium-to-low impact to your project but the project continues working by using a procedural workaround.

	SEVERITY 1 (URGENT)	SEVERITY 2 (HIGH)	SEVERITY 3 (MEDIUM)	SEVERITY 4 (LOW)
STANDARD	Initial/Ongoing: 1 Business Hour	Initial/Ongoing: 4 Business Hours	Initial/Ongoing: 1 Business Day	Initial/Ongoing: 2 Business Days
PREMIUM	Initial: 1 Hour Ongoing: 1 Hour or As Agreed	Initial: 2 Hours Ongoing: 4 Hours or As Agreed	Initial: 4 Business Hours Ongoing: 8 Business Hours or As Agreed	Initial: 8 Business Hours Ongoing: 2 Business Days or As Agreed