

TECHNICAL SUPPORT POLICY

Protecting multi-cloud data, applications and infrastructure against fast-changing, stealthy and persistent threats is an enterprise imperative. Security-consciousness is critical for corporate and federal agency infrastructure protection. SHIELDX Technical Support provides immediate assistance toward achievement of today's proactive security requirements, helping to keep systems operational while maximizing protection against advanced threat landscapes.

SHIELDX TECHNICAL SUPPORT POLICY

ShieldX Technical Support delivers responsive, expert services to provide the highest level of customer satisfaction. The ShieldX SHIELDX Technical Support team strives to:

- ◆ Maximize customer investment
- ◆ Adapt to changing market demands with new features and services
- ◆ Provide real time, knowledgeable responses
- ◆ Support customer needs and decision-making priorities for system upgrades, configurations, and so on.

SHIELDX SUPPORT HOURS & SERVICES

The following technical support entitlements are available to licensed SHIELDX customers:

Technical Support Entitlements	
Service Hours	24 x 7 x 365
Phone Service	<input checked="" type="checkbox"/>
Email and WebEx Skype Meetings	<input checked="" type="checkbox"/>
Software and Security Content Updates	<input checked="" type="checkbox"/>
Maintenance Patches	<input checked="" type="checkbox"/>
Support Portal	<input checked="" type="checkbox"/>

SHIELDX SUPPORT PROGRAM

The following tables provide an overview of the ShieldX support program and services. Descriptions of technical severity

Severity	Description	Responses Escalations			
		SEV1	SEV2	SEV3	SEV4
SEV1	ShieldX is down or there is critical impact to customer's business operations.	[Phone support < 3 minutes]			
SEV2	A ShieldX function is severely degraded or there is significant impact to customer's business operations.				
SEV3	Operational performance of ShieldX is impaired, but most of customer's business operations are functional.	[Escalation to Engineering VP]			
SEV4	ShieldX product, installation or configuration information is needed, but there is little or no impact to customer's business operations.				
		< 1 hr	< 4 hrs	< 3 days	< 7 days
		< 14 hrs	< 6 hrs	< 5 days	< 10 days

types and response times are included; note that ShieldX may re-prioritize a severity characterization after enacting issue as-

RELATED TECHNICAL SUPPORT TERMS

English language support only is available at this time. ShieldX may use WebEx or Skype for issue-analysis efforts, so remote access to a customer site may be necessary (there is no travel to customer sites). Note that ShieldX troubleshoots software issues in its own products and only in those dependent technologies that will have a direct impact on ShieldX products. ShieldX may recommend involvement of other third party vendors to continue resolution efforts. Where possible, ShieldX will hand-over already-collected information related to an issue diagnosed in a third party product. ShieldX is not responsible for resolving product issues in, for example, hypervisors, compute, storage or networking hardware, but may help in diagnosing those if it affects the operation of ShieldX products.

END OF SOFTWARE SUPPORT

The support period is effective on the date the SHIELDX product is purchased; ShieldX is not obligated to provide support beyond the licensed support period. When a product license has expired, support expires as well. However, when a product is out of the support period, but a valid license exists, ShieldX will assist with upgrading to a supported version. ShieldX will not troubleshoot issues on unsupported product versions.

At any point in time, ShieldX will support the current major release and all its minor sub-releases plus the most previous major release and all its minor sub-releases.

Support Contacts

Support Contact Information
for Licensed Customers

+ 1 877 345 3834 (US & Canada)
+ 1 408 898 3205 (Worldwide)
support@shieldx.com

Technical Support for POC & Beta Customers

support@shieldx.com

Support Portal (Knowledge Base)
(requires login credentials)

<https://www.shieldx.com/support/>

General Business Inquiries
Customer Service Process

info@shieldx.com
+1 408 758 9400



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