



# Netwrix Customer Support Program Guide

# Overview

This Netwrix Customer Support Program Guide describes support services offered by Netwrix Corporation (“**Netwrix**”) for the Software you license from Netwrix (your “**Netwrix Products**”), including how to contact Netwrix Support and expectations when you submit a Ticket. Before contacting Netwrix Support, the Netwrix Support page at <https://www.netwrix.com/support.html> provides a wealth of information at your fingertips, such as online documentation for your Netwrix Products, a knowledge base with frequently asked questions, and trainings to help you optimize use of your Netwrix Products. Refer to the following online resources before you contact Netwrix Support:

<b>Customer Support Portal</b>	Access Netwrix Support resources at the <a href="#">Customer Support Portal</a>
<b>Online Documentation</b>	Browse technical information about Netwrix products at the <a href="#">Netwrix Technical Knowledge Center</a>
<b>Knowledge Base</b>	Browse how-to articles and search for solutions to common questions at the <a href="#">Help Center</a>

# How to Contact Support

If the above materials do not address your questions, contact Netwrix Support using one of the options listed below to open a support ticket (each, a “**Ticket**”). Your organization should designate a few representatives responsible for creating Tickets with Netwrix. The designated representatives will serve as your liaisons with Netwrix Support and should be made aware of all issues you are encountering with your Netwrix Products to open Tickets with Netwrix as needed. The designated representatives should have the appropriate technical skills and system level access to work with Netwrix Support Engineers in resolving Tickets.

When contacting Support, be prepared to provide the following information:

- Your name, company name, and telephone number with extension
- Ticket number (if applicable)
- Product name, version number, and any maintenance/patches applied to the product

## OPTIONS TO SUBMIT A SUPPORT TICKET

To submit a Ticket, your designated representatives may contact Netwrix via the web or via the phone as follows:

<b>Web</b>	You can open a Ticket using a web browser by visiting the Customer Portal. Please enter all information into the intake form as prompted, providing as much details as possible. Upon submitting the Ticket you will receive an electronic confirmation with a unique Ticket number sent to your email address. You will also be able to see the Ticket in the open Tickets list.
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<b>Phone</b>	You can alternatively open a Ticket using the phone by calling one of the phone numbers below. During your call, you will be given a unique Ticket number. Depending on the associated product, support level, and applicable priority level, your call may be transferred to a Support Engineer to resolve your issue over the phone.	
	Regional Phone Numbers:	
	United States	+ 1.888.638.9749
	United Kingdom	+ 44 (0) 203 588 3023
	Australia	+ 61 2 8103 4346
	Austria	+ 43 72 077 58 72
	Czech Republic	+ 420 234 290 866
	Spain	+ 34 911 982608
	France	+ 33 9 75 18 11 19
	Germany	+ 49 221 599 88 029
	Hong Kong	+ 852 5808 1306
	Israel	+ 972 77 220 00 93
	Italy	+ 39 02 947 53539
	Sweden	+ 46 8 525 03487
	Switzerland	+ 41 43 508 34 72
	Romania	+ 40 37 630 0212
	Netherlands	+ 31 858 887 804
Poland	+ 48 22 161 14 09	

#### DETAILS MATTER

Any information you can provide regarding the issue you are experiencing could have a significant impact on how fast the issue is diagnosed and resolved. You will be asked to provide the following information:

- Description of the issue you are experiencing, associated impact on your business operations and systems, and the exact text of error messages and diagnostic details
- Steps to reproduce the problem and any known workarounds
- Phone number where you can be reached
- Best time to reach you and preferred contact method (i.e. email/phone)

## Support Levels

Customers are enrolled in one or more of the following Support Levels based on their selections at the time of purchase or, in the event of Trial Software, download.

#### STANDARD SUPPORT – 24x5

Customers who purchase Subscription Software or Maintenance Services are by default enrolled in Netwrix Standard Support for the duration of their Subscription Term or Maintenance Services Term (as applicable and as

stated in an Order), which provides Maintenance Services from Monday at 12 AM until Friday at 11:59 PM Eastern Standard Time, including holidays. Standard Support addresses the basic needs of organizations.

#### PREMIUM SUPPORT – 24x7

Customers who purchase Subscription Software or Maintenance Services may optionally (where available for their Netwrix Product(s) and at additional cost) enroll in Netwrix Premium Support for the duration of their Subscription Term or Maintenance Services Term (as applicable and as stated in an Order), which provides elevated Maintenance Services as follows: (i) Maintenance Services for Priority 1 Tickets will be provided on a 24x7 basis and (ii) Maintenance Services for Priority 1, 2, 3, and 4 Tickets will be provided at faster Target Initial Response Times as described below. Premium Support addresses the needs of organizations relying on Netwrix Products for mission-critical operations.

#### EVALUATION SUPPORT

Customers who are using Trial Software (including “Right to Use” licenses or “RTUs” as applicable and as stated in an Order) are not entitled to Netwrix Standard Support or Netwrix Premium Support with respect to Trial Software, however may access Netwrix Evaluation Support, which provides support from Monday at 8 AM until Friday at 5 PM Eastern Standard Time.

#### OPTIONAL PROFESSIONAL SERVICES

Customers may optionally (at additional cost) obtain Netwrix Professional Services, such as implementation and configuration services or a dedicated Technical Account Manager. If you are interested in purchasing Netwrix Professional Services, contact your Netwrix Sales Representative.

## Support Response Times

When submitting a Ticket, we encourage you to set the initial priority level for the issue you are experiencing based on the priority levels described below. For issues you feel are Critical (as described below), it is highly recommended to use the phone option to submit your Ticket.

Priority	Description	Target Initial Response Time	
		Standard Support	Premium Support
Priority 1	Critical operations are halted or at risk of major loss. Immediate action is needed.	2 hours	1 hour
Priority 2	Operations continue but with degraded performance. A workaround is partial; an urgent resolution is required.	6 hours	4 hours
Priority 3	Core operations still run with minimal interruption. A workaround may exist, but timely resolution is still needed.	12 hours	8 hours
Priority 4	Operations are unaffected.	18 hours	12 hours

# Ticket Handling and Issue Resolution

Through Netwrix Support, customers have access to trained Support Engineers who research and resolve issues on a timely basis. Once you've submitted a Ticket, a Support Engineer will contact you according to the method you submitted your Ticket.

## ASSIGNING SEVERITY LEVELS

Early in the Ticket resolution process, the Support Engineer will review the initial priority level you set and will coordinate with you on any necessary adjustments to the severity level based on the descriptions below.

- **Severity 1:** Your Netwrix Product is not operational and no workaround is possible, or a workaround exists but is unacceptable because of the impact on your business. As a result, your use of the Netwrix Product is severely affected or completely unavailable. This may involve downtime, outage, severe performance degradation, or other failure of one or more business-critical systems, functions or services that adversely affects the ability of multiple end users to perform their functions.
- **Severity 2:** Your Netwrix Product is operational, but its functionality is seriously affected and implementing a workaround is time consuming and will adversely affect your business. This may involve downtime, outage, serious performance degradation or other failure of one or more non-critical business systems, functions or services that adversely affects the ability of multiple end users to perform their functions.
- **Severity 3:** Your Netwrix Product is operational, but its functionality is affected and a workaround is available and acceptable. This may include an Error or problem with a system, function or service that materially adversely affects an end user's ability to process, but for which there is a reasonable and practical circumvention so that the affected end user can continue performing its functions with minimal loss of efficiency or functionality; or involve downtime, outages, performance degradation or other failure of a single non-critical system, function or service or affecting a single end user only.
- **Severity 4:** Your Ticket is about a minor issue or question that does not involve the non-operability or degraded functionality of your Netwrix Product, such as "how to" questions, non-technical suggested improvements to Documentation, feature requests, or other Comments.

## STATUS UPDATES

While a Ticket is open, the Support Engineer(s) will update you on the status and notify you when a reported issue has been resolved. A Ticket is considered resolved when any of the following occur (these are examples only and not an exhaustive list):

- Root cause is identified and associated issue is addressed
- Permanent business or system fix or workaround is available or anticipated in a future new version or release of the Software
- Issue is a customer-specific customization or enhancement, and is not covered under maintenance

## ESCALATION

Netwrix's top priority is customer satisfaction. If at any point during the handling of your Ticket, you become

dissatisfied, simply use the “Contact a Manager” feature in Netwrix’s Customer Support Portal or notify the Support Engineer assigned to your Ticket that you would like an escalation to Technical Support Management. This elevates your concerns for additional review and allows us to adjust resources if necessary.

### **RESPONSIVENESS**

If you become unresponsive to your Ticket at any time, we will make three attempts on separate business days to contact you for updates or additional information regarding your Ticket. If you are still unresponsive after such attempts, we will consider the issue resolved and close your Ticket; however, if the issue continues you may re-open the Ticket within 30 calendar days of closure. After 30 calendar days have elapsed since closure, open a new Ticket and reference the closed Ticket.

### **CUSTOMER DATA**

Netwrix Support is committed to preserving the confidentiality of any customer attachments and files sent to us as part of a Ticket. Netwrix follows a security framework such as NIST-800-53 and requires all devices that handle confidential information be encrypted and maintain up-to-date security solutions per our Information Security Policy. Customer attachments and files provided to Netwrix through the Customer Support Portal by direct upload into the Customer Support Portal is encrypted in transit and at rest, and is not retained longer than 30 days after a Ticket is closed.

## Scope of Support

### **PRODUCT MAINTENANCE**

Netwrix strives to go beyond just quickly solving problems by preventing problems from occurring in the first place. To achieve this, stringent quality control procedures are built into the development process and release cycles for new products and versions. A commercially generally available product goes through multiple testing phases before it is officially released to the market. Despite these procedures, issues sometimes occur with complex software operating in equally complex and demanding environments. Corrections for identified issues are often addressed in the next product version, alongside other enhancements and updates; however, urgent corrections may be addressed by a hotfix that can be applied to specific product versions.

### **PRODUCT LIFECYCLE AND SUPPORT**

The availability of support for your Netwrix Products depends on the product lifecycle stage of the product version support is sought for. Netwrix’s Product Lifecycle Policy defines three support phases: active support, limited support, and end-of-life. Only products in the *active support* and *limited support* phases are eligible for technical support, including bug fixes and security updates as described in the Product Lifecycle Policy. The current Product Lifecycle Policy and lifecycle status for each product is available at [https://www.netwrix.com/supported\\_versions.html](https://www.netwrix.com/supported_versions.html).

### **THIRD- PARTY PRODUCT SUPPORT**

Netwrix Support may determine your issue is the result of a third-party product (software or hardware). When issues appear to be caused by a third-party product, Netwrix Support will assist you in issue analysis and may ask you to remove the third-party product to isolate the problem and confirm the issue is caused by the third-party product.

If Netwrix Support cannot identify the cause of the problem, we may contact the third-party vendor or ask you to open a support case with the third-party vendor.

## Post-Support Survey

We periodically survey customers to obtain additional feedback on recent experiences with Netwrix Support and Netwrix Products. When a Ticket is closed, an email may be sent to the customer's designated representative who submitted the Ticket requesting the representative to complete an online survey via a weblink contained in the email. The survey includes questions covering areas such as the handling of the Ticket, knowledge of the Support Engineer(s), overall satisfaction with the management of the Ticket, and ease of use of the product. Survey results are reviewed by Netwrix Management.

## General

All capitalized terms used herein but not defined herein shall have the definitions attributed to them in the Netwrix Corporation End User License Agreement available at <https://www.netwrix.com/eula.html>.