

EMEA

Technical Support Service

Welcome Pack

Increase peace of mind with Exclusive Networks Support Services

This Welcome Pack is provided for informational purposes only and is intended to give a high-level overview of the Technical Support Service offering. It does not form part of any legally binding agreement and does not override or amend the terms of the applicable Statement of Work, contract, or Terms & Conditions agreed between parties.

All services will be delivered strictly in accordance with the contractual documents in place. In the event of any inconsistency between this Welcome Pack and the contractual documents, the latter shall prevail. Exclusive Networks reserves the right to update or amend this Welcome Pack without prior notice.

Contents

Service Levels and Definitions	Page 3
Priority Definitions	Page 4
SLAs and Target Follow Up Times	Page 4
Technical Support Engineer Levels	Page 5
Technical Support Process	Page 6
Hardware Replacement Support Process	Page 8
RMA Support Process	Page 9
Escalation Process and Contacts	Page 10

Technical Support Service contracts provide access to the Exclusive Networks Technical Assistance Centre (EXN TAC) to work with you through any **post-sales technical support queries, technical incident assistance and the replacement of hardware** determined to be defective by the vendor.

EXN TAC work with various technology vendors, as a certified Authorised Support Centre (ASC) to provide technical support and services. EXN TAC engineers hold accreditations in the products supported and are available 24x7x365 to respond to customer requests. The service covers all regions within EMEA.

Exclusive Networks

Tel: +44 (0) 1420 548 247

Email: 24x7@exclusive-networks.com

Portal: globalsupport.exclusive-networks.com

Service Levels and Definitions

Technical Support defines a technical incident as any break/fix issue:

- › Previously working configuration no longer working as expected or degraded environment
- › Configuration errors, software bugs, or hardware faults
- › Requests for documentation, release notes, vendor guides, etc.
- › EXN TAC engineers will not undertake new configuration/deployments or migrations, as this work falls under professional services
- › EXN TAC will not provide support for unsupported firmware/hardware.

The EXN TAC service levels available for support via phone and email:

- › TAC access 8x5 (business hours UK time)
- › TAC access 24x7x365

The EXC TAC hardware coverage levels available:

- › Next Business Day (NBD) hardware replacement - advanced replacement
- › 4-hour hardware replacement - advanced replacement

Support Entitlement	EXN TAC 8x5	EXN TAC 24x7x365	Hardware NBD	Hardware 4-Hour*	Notes
Talk	✓	✗	✗	✗	No hardware replacement
Talk + HW	✓	✗	✓	✗	
Talk24	✗	✓	✗	✗	No hardware replacement
Talk24 + HW	✗	✓	✓	✗	
Onsite24	✗	✓	✗	✓	UK sites only
Onsite24 EU	✗	✓	✗	✓	European sites only
4Hour AHR	✗	✗	✗	✓	No TAC support, hardware only
4Hour AHR +Prep**	✗	✗	✗	✓	No TAC support, hardware only

* Engineer on site within 4 hours of vendor RMA approval to assist with removal of faulty unit and racking of replacement unit.

** Customer configuration and software version pre-loaded prior to arrival at site. 4-hour delivery SLA starts once configuration file received and loaded.

Exclusive Networks

Tel: +44 (0) 1420 548 247

Email: 24x7@exclusive-networks.com

Portal: globalsupport.exclusive-networks.com

Priority Definitions

EXN TAC work to 4 levels of priority. Each of these will determine the SLA on initial response as well as our target follow up times for the duration of the support case.

Priority 1 URGENT	Product/service is down and critically affecting customer production environment.
Priority 2 HIGH	Primary unit has failed, or product/service is impaired. Production environment is up but impacted or lacks resiliency.
Priority 3 MEDIUM	A product function has failed, and production environment is degraded or not affected. Non-critical business applications are unreachable.
Priority 4 LOW	General assistance that includes feature, information, documentation, how-to and enhancement requests.

SLAs and Target Follow Up Times

Initial Response SLA

For EXN TAC engineer to take assignment of new case and provide first update/request.

Case Priority	8x5 Service Level	24x7x365 Service Level
Priority 1 URGENT	< 1 Business Hour	< 1 Hour
Priority 2 HIGH	< 4 Business Hours	< 4 Hours
Priority 3 MEDIUM	< 8 Business Hours	< 8 Business Hours
Priority 4 LOW	< 16 Business Hours	< 16 Business Hours

Target Follow Up Times

EXN TAC engineers will aim to provide regular updates based on the case priority. This may be impacted by frequency of responses from level 3 vendor support teams, or customer responsiveness.

After 3 follow ups with no customer response, the EXN TAC engineer will proceed with case closure.

Case Priority	Target Follow Up Times
Priority 1 URGENT	Every 4 hours until resolved, or a workaround is in place
Priority 2 HIGH	Every business day until resolved, or a workaround is in place
Priority 3 MEDIUM	Every 3 business days until resolved
Priority 4 LOW	Once per business week until resolved

Exclusive Networks

Tel: +44 (0) 1420 548 247

Email: 24x7@exclusive-networks.com

Portal: globalsupport.exclusive-networks.com

Technical Support Engineer Levels

EXN TAC LEVEL 1	<ul style="list-style-type: none"> • Basic configuration issues • Product feature questions • “How to” user questions
EXN TAC LEVEL 2	<ul style="list-style-type: none"> • Advanced configuration issues • “Product not working as expected” issues • RCAs
VENDOR LEVEL 3	<ul style="list-style-type: none"> • Software bugs • Feature errors • To authorise hardware faults as part of the RMA process

As part of the Vendor’s ASC requirements, support cases are assigned to a level 1 engineer and are worked and followed up based on priority. Support cases are escalated to level 2 and if necessary, level 3 once all escalation requirements have been met.

Technical Support Process

Opening a Support Case

For P1 (Urgent) and P2 (High) issues call us

Telephone: [+44 \(0\) 1420 548 247](tel:+44(0)1420548247)

For non-urgent P3 and P4 issues

Email: 24x7@exclusive-networks.com

Portal: globalsupport.exclusive-networks.com

For new issues please provide the following:

The serial/contract number for the affected devices - this is needed to validate support entitlement

- › Any results of troubleshooting performed as well as the details outlined below
- › Contact details of an engineer with access to the device/system
 - Contact name
 - Contact phone number
 - Contact email
- › Summary of the incident
- › Priority of the incident
- › Current running version
- › Recent changes to the environment
- › Description of topology
- › Symptoms
- › Steps to reproduce the incident
- › Location of hardware
- › Data/files collected

For existing issues:

- › Your EXN TAC case number (Starting with EXN-###)
- › Any additional details about the case raised since last contacting EXN TAC

Exclusive Networks

Tel: [+44 \(0\) 1420 548 247](tel:+44(0)1420548247)

Email: 24x7@exclusive-networks.com

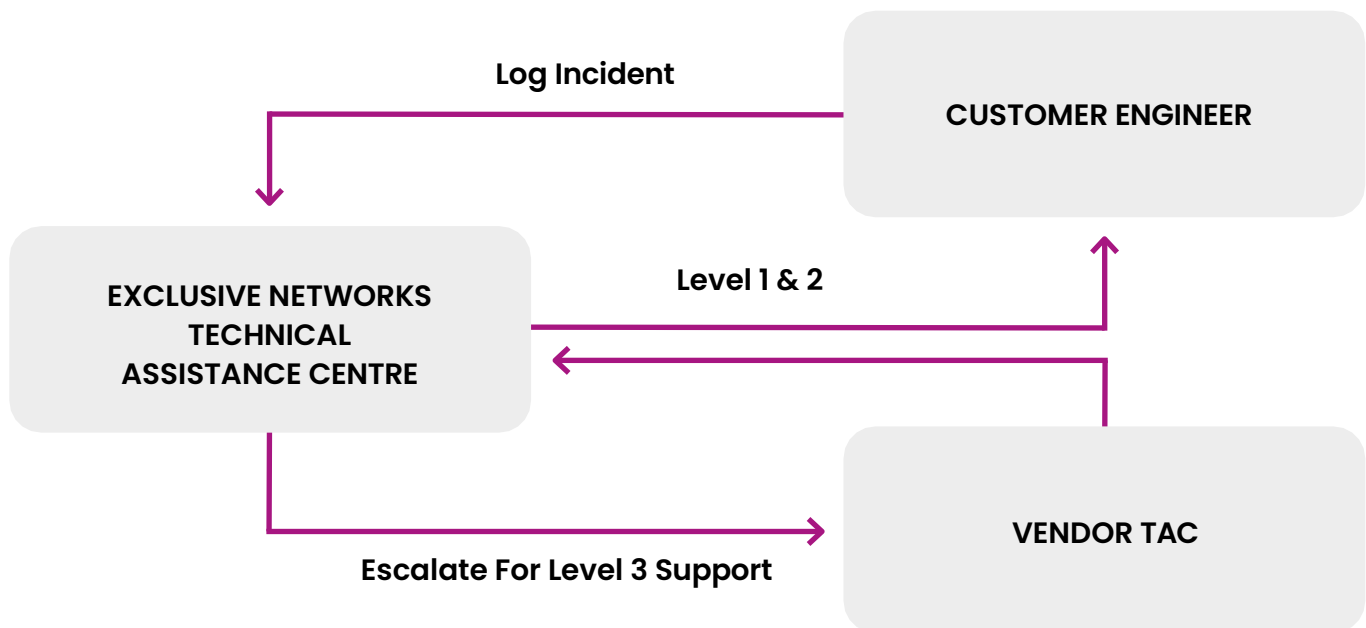
Portal: globalsupport.exclusive-networks.com

Technical Support Process

Case Handling Process

The diagram below details the logical flow for a support case, and shows the process of interaction between customers, EXN TAC and Vendor TAC.

1. Customer engineer to log incident with EXN TAC via email or phone call.
2. EXN TAC support case created and case number emailed to customer contact.
3. The EXN TAC will provide level 1 and 2 technical support. If the issue requires RMA approval or an advanced level of technical expertise, then the case will be escalated up to the level 3 vendor support team.
4. The EXN TAC engineer will be responsible for liaising with the vendor and providing regular updates to the customer engineer. If the vendor engineer needs to liaise directly with the customer engineer, then calls and remote meetings will be facilitated as required.



Exclusive Networks

Tel: +44 (0) 1420 548 247

Email: 24x7@exclusive-networks.com

Portal: globalsupport.exclusive-networks.com

Hardware Replacement Support Process

The Vendor TAC engineers qualify hardware faults and provide final approval for starting the Return Material Authorisation (RMA) process. EXN TAC are unable to provide hardware replacements preemptively, or prior to vendor approval.

Next Business Day (NBD) support:

1. Device confirmed as faulty and approved for replacement by the TAC engineer.
2. RMA number issued and replacement process initiated.
3. Replacement device is shipped to customer site for NBD delivery*. Depending on depot locations, shipping will be handled either directly by the vendor or by EXN TAC.
4. Customer returns faulty device within 10 days.

* NBD delivery SLA dependent on spares depot cut-off times. Typically, RMA to be approved by 2pm (GMT/BST) to enable NBD.

4 Hour On-Site support:

- ▶ Customers with either 'Onsite24' or '4-Hour AHR' support entitlement will have hardware replacement dispatched to arrive at site within 4 hours of RMA approval by Palo Alto Networks. If the customer cannot allocated a suitable delivery time slot then the service is forfeit and defaults to Next Business Day.
- ▶ On request, an engineer can be organised to perform a 'rack and stack' service at time of delivery only. If site access cannot be provided at time of delivery to carry out the works, the customer forfeits their option of an engineer.
- ▶ The Exclusive Networks TAC engineer's responsibility lies solely with the equipment being replaced. No troubleshooting or configuration changes will be made, only hardware replacement.
- ▶ If the faulty device is required to remain on site at the time, it will be the customer's responsibility to return the device to Exclusive Networks within 10 days.
- ▶ 'OnSite24' & '4-Hour AHR (+Prep)' is only available within limited locations within the UK

Exclusive Networks

Tel: +44 (0) 1420 548 247

Email: 24x7@exclusive-networks.com

Portal: globalsupport.exclusive-networks.com

The RMA Process

The RMA process for 4-hour hardware replacement will differ depending on contract type:

Onsite24 (24x7x365 support + 4-hour hardware support)

1. Device confirmed as faulty by EXN TAC and approved for replacement by the vendor TAC engineer.
2. RMA number issued and replacement process initiated.
3. Customer to provide contact and site access details, with confirmation for EXN TAC engineer to travel to customer site with replacement unit.
4. EXN TAC engineer arrives at customer site and if necessary, assists with racking of replacement device, and configuration of management IP for connectivity.
5. EXN TAC engineer to leave site after maximum of 2 hours. Additional time may be subject to cost charges.

4 Hour AHR (4 hour hardware support only)

1. Customer confirms device as faulty and raises issue directly to vendor TAC team.
2. Vendor TAC team confirm fault to customer and approve replacement.
3. Customer contacts EXN TAC to advise of hardware fault and provide vendor's RMA approval.
4. EXN TAC log case and initiate replacement process.
5. Customer to provide contact and site access details, with confirmation for EXN TAC engineer to travel to customer site with replacement unit.
6. EXN TAC to provide customer with Exclusive Networks delivery address, which customer will pass to vendor to ensure Exclusive Networks receive replacement unit to replenish stock.
7. EXN TAC engineer arrives at customer site and if necessary, assists with racking of replacement device, and configuration of management IP for connectivity
8. EXN TAC engineer to leave site after maximum of 2 hours. Additional time may be subject to cost charges.

4 Hour + Prep (4-hour hardware support only)

As above, plus configuration pre-load and software upgrade prior to site delivery.

4-hour SLA begins once configuration file has been received and successfully loaded.

Exclusive Networks

Tel: +44 (0) 1420 548 247

Email: 24x7@exclusive-networks.com

Portal: globalsupport.exclusive-networks.com

Escalation Process

Technical Escalations

Level 1 Support

Call handling and logging by a Technical Support Engineer to troubleshoot to resolution or escalate where necessary

- › **Contact:** Exclusive Networks Technical Support
- › **Email:** 24x7@exclusive-networks.com
- › **Phone:** +44 (0) 1420 548 247
- › **Portal:** globalsupport.exclusive-networks.com

Level 2 Support

Technical escalation point for Level 1 Support who work with more complex issues and work closely with the Level 1 Support team to resolve or escalate issues.

Level 3 Support

Technical escalation point for Level 2 Support, and to approve hardware faults as part of the RMA process handled by Level 1 Support.

Management Escalations

To raise any issues related to existing Technical Support cases, or requests for escalations, customers are encouraged to use the below contacts. Issues will be actioned by the appropriate management level.

Level 1

Support Management escalation to **Technical Support Manager**

Level 2

Country Management escalation to **Head of UK Technical Support**

Level 3

Global Management escalation to **Head of Global Technical Support**

The Exclusive Networks Technical Support Management Team can be reached at:

Techsupportmgmt_UK@exclusive-networks.com

Exclusive Networks

Tel: +44 (0) 1420 548 247

Email: 24x7@exclusive-networks.com

Portal: globalsupport.exclusive-networks.com