

## 24/7 Global Customer Support

### World-class Customer Support Available 24 Hours a Day, 365 Days a Year



Easily Create Support Cases and Check On Their Status



Rapidly Access Software Releases, Updates & User Manuals





Quickly Find Answers in Knowledge Base Articles & Reports

**Nozomi Networks world-class technical support** is designed to help you fully leverage your cyber security technology investment. Available 24 hours a day, 365 days a year, we offer a variety of plans to meet your needs.

### CustomerCare Support Plans

We are committed to delivering the highest level of customer service across all our CustomerCare support plans.

	CustomerCare Standard	CustomerCare Premium
Online Support Portal		
Email Support		
Phone Support	8:00 am - 5:00 pm Monday - Friday <i>Business Local Time</i>	24 hours a day, 7 days a week 365 days a year
Software Updates		
Hardware Replacement	Return and Repair	2 business days RMA <i>(subject to regional Customs regulations)</i>

## Customer Support Severity Levels and Support Response Objectives (SROs)

Your support case is prioritized based on its impact on the software and the organization. Priority may be upgraded or downgraded pending troubleshooting results.

Severity Level	Severity Definition	CustomerCare Standard SRO	CustomerCare Premium SRO
Severity 1	<p><b>CRITICAL</b></p> <ul style="list-style-type: none"> <li>Product fails to function or crashes</li> <li>Data unavailable or loss of data</li> <li>Product functionality or performance is degraded such that customer's applications are unusable.</li> </ul>	<p>Response within <b>1 hour</b> 8:00 am – 5:00 pm <i>Business Local Time</i></p>	<p>Response within <b>1 hour</b> 24 x 7 x 365</p>
Severity 2	<p><b>HIGH</b></p> <ul style="list-style-type: none"> <li>Product is operable but demonstrates material degradation in functionality or performance that substantially impairs customer's applications</li> <li>Issues with upgrades</li> </ul>	<p>Response within <b>4 hours</b> 8:00 am – 5:00 pm <i>Business Local Time</i></p>	<p>Response within <b>4 hours</b> 24 x 7 x 365</p>
Severity 3	<p><b>MEDIUM</b></p> <ul style="list-style-type: none"> <li>Product is operable but demonstrates some degradation in functionality or performance</li> <li>Issues that are inconvenient, but product is still generally operating in accordance with documentation</li> </ul>	<p>Response within <b>8 hours</b> 8:00 am – 5:00 pm <i>Business Local Time</i></p>	<p>Response within <b>8 hours</b> 24 x 7 x 365</p>
Severity 4	<p><b>LOW</b></p> <ul style="list-style-type: none"> <li>Product or documentation has problems that do not materially degrade functionality or performance</li> <li>Product feature enhancement requests</li> </ul>	<p>Response within <b>12 hours</b> 8:00 am – 5:00 pm <i>Business Local Time</i></p>	<p>Response within <b>12 hours</b> 24 x 7 x 365</p>

## Nozomi Networks Management Visibility by Severity Level

You can rest assured that the Nozomi Networks management team is keeping a close eye on your support case.

Severity 1	Severity 2	Severity 3	Severity 4
Manager of Technical Support, CTO and CEO are notified (as needed)	Manager of Technical Support and CTO are notified (as needed)	Manager of Technical Support notified if case not responded to within SRO	Manager of Technical Support notified if case not responded to within SRO

## Online Support Portal



The Nozomi Networks Support Portal provides a fast and easy way to enter support cases, access detailed product information and find answers to frequently-asked questions. Content includes:

- Case creation, updates and file uploads
- Software releases and updates
- Product release notes
- Product user manuals
- Knowledge Base articles and more!

## Three Ways to Contact Nozomi Networks Customer Support



### SUPPORT PORTAL

<https://support.nozominetworks.com/>

The Nozomi Networks Support Portal is the most effective way to contact Customer Support. The Portal allows you to quickly and easily create support cases, and access a variety of helpful resources.



### E-MAIL

[support@nozominetworks.com](mailto:support@nozominetworks.com)

If you are unable to access the Support Portal, and would like create a support case, e-mail: [support@nozominetworks.com](mailto:support@nozominetworks.com)



### PHONE

**+1 877 282 5858**

If you are unable to access the Support Portal or email the Support team, call the Global Customer Support line for assistance.

## About Nozomi Networks

Nozomi Networks is the leader of industrial cyber security, delivering the best solution for real-time visibility to manage cyber risk and improve resilience for industrial operations. With one solution, customers gain advanced cyber security, improved operational reliability and easy IT/OT integration. Innovating the use of artificial intelligence, the company helps the largest industrial facilities around the world See and Secure™ their critical industrial control networks. Today Nozomi Networks supports over a quarter of a million devices in sectors such as critical infrastructure, energy, manufacturing, mining, transportation and utilities, making it possible to tackle escalating cyber risks to operational networks (OT).

