

rThreat Support Service Level Objective Summary

Introduction

This document describes the Support Levels and Service Level Objectives (SLOs) set forth by rThreat in triaging, evaluating, and addressing customer problems related to the functionality of rThreat products.

Support Levels

rThreat Support Levels are separated into two distinct support levels: Standard and Premium.

Standard Support (Silver, Gold)

Standard Support is included with the purchase of rThreat licenses and is designed for small to medium sized business which require assistance with technical and/or configuration issues to ensure their organization is not negatively impacted.

Technical Support Cases can be initiated via electronic (web or email) submission twenty-four (24) hours a day, seven (7) days a week, and three hundred and sixty five (365) days a year.

Customers with Standard Support can have up to two (2) designated support contacts who may engage with rThreat support engineers via email or the support portal web interface.

Premium Support (Platinum, Diamond)

Premium Support is available at an additional cost and is designed to provide enterprise level relationship-based service. Customers who choose Premium Support typically rely extensively on the rThreat solution and desire improved call routing and improved response time targets. Premium Support offers direct access to a group of Tier3 Technical experts with a broad knowledge of the rThreat enterprise solutions.

Premium Support Customers can designate up to five (5) support contacts who can log support cases with access to rThreat support via web, email and phone.

Problem Classification and Response Time Targets

In the event an error is discovered in rThreat’s software that causes the software not to operate in conformance with the published specifications or applicable documentation, the customer must provide a reasonable description of the problem or error to the rThreat support team and propose a classification of the severity based on the problem classification table below. rThreat support will acknowledge the notice with a case number (“case”) and make reasonable efforts to assign appropriate assets to resolve the problem as specified in the response expectation table.

The following Response Table specifies response targets that will be assigned to a customer problem at each step of the process, based on the severity classification assigned to the problem.

Severity	Definition	Standard	Enterprise
		Response Times	
Urgent	Problem affects time-critical applications with production work substantially degraded. Software is completely unusable, and no known workaround is currently available. The affected system is a necessary component of the customer’s production process.	4 hours (24x7)	1 hour (24x7)
High	Software significantly impaired such that customer’s key business processes cannot be conducted and no known work-around is currently available.	1 business day	4 hours (24x7)
Medium	Software not functioning as designed; however key business processes are not interrupted and there is minimal impact to the customer’s ability to use the software for production purposes.	2 business days	1 business day
Low	Software is functional; relates to feature enhancement or general questions.	3 business days	2 business days
		Annual Fee	
		Included in license	20% of the license fee. \$10,000 minimum.

Note: Severity classifications may be updated during the lifecycle of a problem if the impact to the customer changes. The foregoing response times are estimates only and shall not be considered a warranty under any agreement the customer may have with rThreat.

Business days are defined as 8AM to 8PM Pacific Time Zone.

Support via Email

Customers can create a support case by emailing support@rthreat.com