mxHero Support Program

mxHero is committed to providing a support program that offers high-value and cost-effective options for our customers. The goal of our technical support program is to respond quickly to customer issues and to continually improve our handling of your technical support needs. This document describes the support services, methods, process, and response targets for customer support requests.

Support Services

Support Levels

mxHero offers two different Support Level packages: Standard and Premium. Each package includes access to the support portal and to technical support self-help sites and email support. The primary difference between the packages is in the number of included "tickets." A ticket represents a customer's entitlement to contact mxHero Support for assistance with a case. Another difference is the support hours, extended in the Premium offer.

Each customer receives a support contract with their monthly, annual or multi-year mxHero subscription. The type of support package a customer has is based on the support level purchased with your subscription.

The features included with each support package are listed in the following table. The supported features are explained in the Support Methods section that follows.

Support Method	Standard	Premium
Documentation & Product Portal	Yes	Yes
Updates & Upgrades	Yes	Yes
Support Portal Access	Yes	Yes
Phone Support (business hours)	No	Yes
24 x 7 Crisis Phone Support	No*	Yes**
Support Incidents	10 per year	Unlimited

(*) Real-time service status will be available at http://status.mxhero.com.
(**) 24x7 crisis phone support is available for Sev-1 service-down incidents only.

Professional Services

In the event that a customer is interested in a higher level of dedicated, hands-on mxHero assistance in architecting, deploying, migrating or integrating with mxHero platform, mxHero offers the opportunity for a Professional Services ("PS") engagement for an additional fee. The mxHero Professional Services Organization ("PSO") is a world-class project services and management team dedicated to customer service and successful mxHero deployments. Please contact mxHero Sales at sales@mxhero.com for further information and details.

Support Methods

The mxHero Support Program includes self-help facilities, email, and telephone support to help resolve your problems.

Web Support

In order to provide the most complete and convenient customer service options to our customers, we provide access to self-help facilities. Among the on-line resources are:

- Online Product Documentation – Up-to-date technical documentation is available by accessing the mxHero Support Portal and following the links provided under "Documentation":
  - http://support.mxhero.com
- Service Status Page – Real time information about the systems availability, updates and maintenances:
  - http://status.mxhero.com
- Support Portal Case Entry – All customers with active support contracts have access to the mxHero Support Portal, where you can submit, view, and check the status of your support cases at any time. Going through the support portal is the preferred method for submitting support cases. You can describe your problem in detail, ask specific questions, and have your case directed to the most appropriate engineer for faster resolution to your problems. The support portal is available at the following URL:
  - http://support.mxhero.com

Email Support

Technical support can also be provided via email. mxHero recommends that customers first open a case through the Support Portal, which allows you to set the Severity Level of the case. Once the case is open, the case submitter will receive an email containing the Ticket ID number and dialogue. Replying to this email to support@mxhero.com by either the customer

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or mxHero Support then adds that conversation to the ticket details – as long as the email subject retains the pertinent Ticket ID number - and this method can effectively be used to continue and track the ticket communications.

Telephone Support

The mxHero technical support team is available by telephone for customers with Premium Support. Telephone support is available via this number:

+1 (415) 942-8211

Business Hours are defined as Monday-Friday 8:00 am – 5:00 pm U.S. Eastern time, excluding US holidays. According to your Premium Support contract, you may have regular support hours for an extended period.

Support Process

The mxHero technical support staff are highly skilled technical support engineers ("TSE") committed to resolving customer problems quickly and professionally. Every ticket is logged into the ticketing system for tracking and metrics and is accessible to all support engineers.

When you contact technical support through the support portal, by email, or by phone, a TSE will address your request. After the TSE confirms that you have a valid support contract, a new ticket is opened. To track the support ticket, a unique Ticket ID number is assigned. You will be able to track the progress of your case using that number.

When opening a support ticket - if submitted via the Support Portal - one can indicate its perceived severity. The technical support team will base case prioritization, in part, on the severity indicated. The mxHero TSE may adjust the severity of the case based on the analysis of the problem reported or availability of a workaround.

The Severity Definitions available are the following:

Severity Level	Definition
Severity 1	**Critical Service Outage** A production service is down and no workaround is immediately available. • A critical production service is down or not responding and cannot be stabilized or restarted.

Severity 2	**Major Functionality** Major functionality is severely impaired. • Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. • A temporary workaround is available.
Severity 3	**Minor Functionality** Minor functionality not working – workaround available. Partial, non-critical loss of functionality of the software. • Impaired operations of some components, but allows the user to continue using the software.
Severity 4	General Usage Questions • Cosmetic issues, including errors in the documentation. • General configuration or use questions. • Enhancement requests.

Support Response Targets

Priority Level	Standard Support	Premium Support
Critical Service Outage **(Sev-1)**	4 Business Hours (8x5)	1 Hour (24x7)
Major Functionality **(Sev-2)**	8 Business Hours (8x5)	4 Business Hours (8x5)
Minor Functionality **(Sev-3)**	16 Business Hours (8x5)	12 Business Hours (8x5)
General Usage Questions **(Sev-4)**	16 Business Hours (8x5)	16 Business Hours (8x5)

Please note: the target "Response" time included here should not be confused with a "Resolution" time. Resolution for a complex technical problem may require significantly more time than the targets set for Response. The Response targets are measured on the initial response after the case has been submitted as a ticket.

Questions

If you have any further questions on mxHero or mxHero Support, please contact mxHero Support through a Support ticket or mxHero Sales at the following: sales@mxhero.com.