Aporeto, Inc.
Customer Support Datasheet

Overview

Goal

Aporeto maintains a team of support staff ("Aporeto Support Team") which will be the single point of contact for all issues related to the infrastructure and support for the Aporeto Platform, products, and services. The Aporeto Support Team will provide ongoing support for the Customer for the time the Customer uses Aporeto pursuant to the Aporeto Contract Terms.

Hours of Operation

Availability

Customers may contact Aporeto via telephone or email during the following hours of operation:

12 hours a day: 7 AM – 7 PM (Pacific US Time)
5 days a week: Monday - Friday
52 weeks a year

The severity of the request will determine the response and resolution times for each request. SLO response times are outlined in the table below.

Support Contact

Email
> support@aporeto.com

Phone
> +1 (866) 300-0224

Address
> 10 Almaden Blvd, Suite 400
> San Jose, CA 95113

Support Service Level Objectives

The following table summarizes service level objectives to the Customer's service requests. Aporeto Support will provide associated reporting to the Customer on an on-going basis as needed.

Severity	Target Response	Target Resolution
Sev 1	2 hours	72 hours
Sev 2	12 hours	2 business days
Sev 3	24 hours	3 business days
Sev 4	36 hours	5 business days

- Sev 1 Issues - Urgent impact issues such as the ability to access the Aporeto platform or loss of network communication or critical processing units. There is typically no known workaround for Sev 1 issues.
- Sev 2 Issues - High priority issues such as the inability to monitor network traffic flows or processing units. There may be a temporary workaround for Sev 2 issues, but not typically sustainable.
- Sev 3 Issues - Normal issues with software usage or configuration, including possible software defects.   Typically there is a workaround for Sev 3 issues.
- Sev 4 Issues - Low priority issues or enhancements with deferrable impact. Typically there is a workaround for Sev 4 issues or it is new functionality desired.

Resolution targets depend on the priority of the issue.   For high priority issues, the resolution would include an immediate fix or service restoration. For low priority issues, the resolution may include a plan to fix the defect or add enhancements into a future release at the discretion of product management. The Aporeto Support Team will either provide support to the Customer directly or coordinate delivery of Aporeto Software support.