Service Level Agreement

for

Partner Enabled Premium Support

020629v2.1

1.0 Redington - ASC Certificate

Palo Alto Networks Authorized Support Center

THIS CERTIFICATE OF ACKNOWLEDGEMENT CONFIRMS THAT

Redington (India) Limited

has successfully earned **Palo Alto Networks® Authorized Support Center** designation based on demonstrated technical certifications, support experience, support lab capabilities, and commitment to Palo Alto Networks customer support quality standards.

Steve Blaz
VP, Global Customer Support

5 May, 2022
Certification Date

paloalto
Authorized Support Center

2.0   Introduction

Redington (India) Limited as Authorized Support Centre (ASC) provides technical support for Palo Alto products to the partners, customers, re-sellers who have purchased 'Partner enabled premium support' from Redington.

Note: In this document, Redington (India) Limited is referred to as 'Authorized Support Centre (ASC)'.

3.0   ASC Deliverables – Remote only

- Channel partner / end customer to open ticket with the ASC with complete hardware details and issue details using the portal link provided in section 6.0 of this document.
- Redington (as ASC) to provide remote technical support as per the TAC SLA defined in this document, to end customer / channel partner.

4.0   SLA Covered by Redington

- Access to Redington TAC services – 24X7
- Web and phone support – 24X7
- Hardware Support (RS) – RMA Coordination
- Technical Support – 24x7 / L1, L2

5.0   Technical Support Scope of work

- L1 and L2 Technical support is provided to existing customers holding valid Redington Support contracts.
- The support service is not available for fresh installation / implementation / migration / deployment of solutions including configurations. Redington provides these services as part of Professional services offering, please talk to our support engineer to opt for any of these services on paid basis.

Important note: Redington TAC is a break/fix model and its scope is to troubleshoot issues for the already configured, supported features, that are not working as expected.

6.0   Redington Call Logging Credentials

Support Portal: **https://redingtonindialtd.zohodesk.in/portal/en/home**

Redington TAC number: 1 800 572 9822

020629v2.1

7.0 Redington Support Escalation Matrix

Primary	Support Portal:	https://redingtonindialtd.zohodesk.in/portal/en/home	
	Helpdesk:	1 800 572 9822	
Technical Lead	Karthik Balamurugan	9384880163	Karthikeyan.balamurugan@redington.co.in
Support Manager	Iyaz Ahmed	9590901643	iyaz.ahmed@redington.co.in

8.0 Redington's Severity Levels and Definitions for end customers/partners:

Initial Response Times	
Severity 1 - Critical	< 1 Hour
Severity 2 - High	2 Hours
Severity 3 - Medium	4 Hours
Severity 4 - Low	8 Business Hours

Resolution Matrix

Severity 1 – Critical: Every 4 hours until resolved or a workaround is in place.
Severity 2 – High: Every business day until resolved or a workaround is in place.
Severity 3 – Medium: Every 3 business days until resolved.
Severity 4 - Low: Once per business week until resolved.

Severity Definitions

Severity 1 – Critical: Product is down and critically affects customer production environment. No workaround yet available.
Severity 2 – High: Product is impaired and customer production is up but impacted. No workaround yet available.
Severity 3 – Medium: A product function has failed and customer production is not affected. Support is aware of the issue and there is a workaround available.
Severity 4 – Low: Product function is not impaired and no impact to customer business. Includes feature, information, documentation, how-to and Enhancement requests from the customer.

020629v2.1

9.0 Terms & Conditions:

<u>The purpose of this contract is to:</u>

Provide Customer with access to Redington TAC technical representatives, who will work with Customer to diagnose issues, and provide problem resolutions, including escalating the issue through TAC management as per the mutually agreed SLA.

For those Customers whose hardware support level includes an on-site service feature, upon Customer's request, after TAC determines that the hardware issue is related to a malfunction of one of the hardware components, and after a repair action plan has been defined, Redington will use commercially reasonable efforts to dispatch an Onsite Technician to the Site in accordance with the terms and timeframes of such plan as set forth in the SLA.

On-site service response times may be dependent upon the Customer's Site address for the Hardware, the timely arrival of replacement parts at Customer's Site, and accessibility to the Site.

<u>Exclusions.</u>
Support does not include the following items or actions:
(a) Step-by-step installation of Software or Service Packs;
(b) Onsite services (unless Customer's level of Support, as purchased, includes this feature), Professional Services, or
     Educational Services;
(c) Modification of software code, security-policy configuration, audits, or security design.

<u>Redington shall have no obligation to Support:</u>
(a) An altered, damaged, or modified product or any portion of the product incorporated with or into other software,
     hardware, or products not specifically approved by Palo Alto;
(b) Product problems caused by Customer negligence, misuse, misapplication, or use of the product other than as specified in
     the Palo Alto user manual, or any other causes beyond the control of Palo Alto;
(c) Product installed on any computer hardware that is not supported by Palo Alto;
(d) Products subjected to unusual physical or electrical stress, misuse, negligence or accident, or used in ultra-hazardous
     activities;
(e) Products that are past their End-of-Support date, as provided in the devices' support SLA.
(f) Appropriate payment for Support has not been received by Redington and Customer is unable to show reasonable proof
     of such payment ; or
(g) Customer's annual Support term has expired without renewal.

020629v2.1

10.0 Redington TAC portal case logging procedure

Hello User,

Thank you for reaching out Redington Palo Alto Support. Please follow the below procedure to add, view or know the status of the tickets.

Open a New Ticket

1. The ZOHO Portal can be accessed using the below link
   https://redingtonindialtd.zohodesk.in/portal/en/home

2. To open a ticket, user needs to create an account on the ZOHO Portal by clicking the "sign up" button.
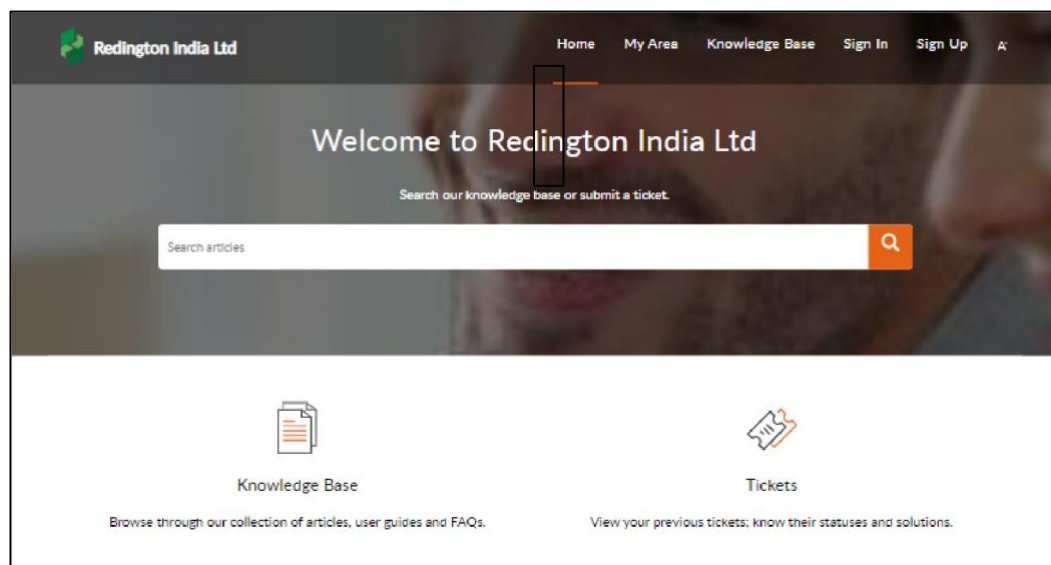
3. Fill the details and hit 'Sign Up'

Sign Up

Create an account to submit tickets, read articles and engage in our community.

Name

Email

5EPLG7 ↻   Enter the text you see in the captcha

Sign Up   Discard

4. On clicking the Sign Up button user will get an invitation link at registered email-id.
5. Click "Accept the Invitation"

You are invited to access **Redington India Ltd's** Customer Self Service Portal

By accessing this portal, you can track your requests online, access knowledge base and join the community forums.

ACCEPT THE INVITATION

6. Set-up password and hit '**Register'**

Email Address
hashir.naushad@redington.co.in

Password

[   ]

Confirm Password
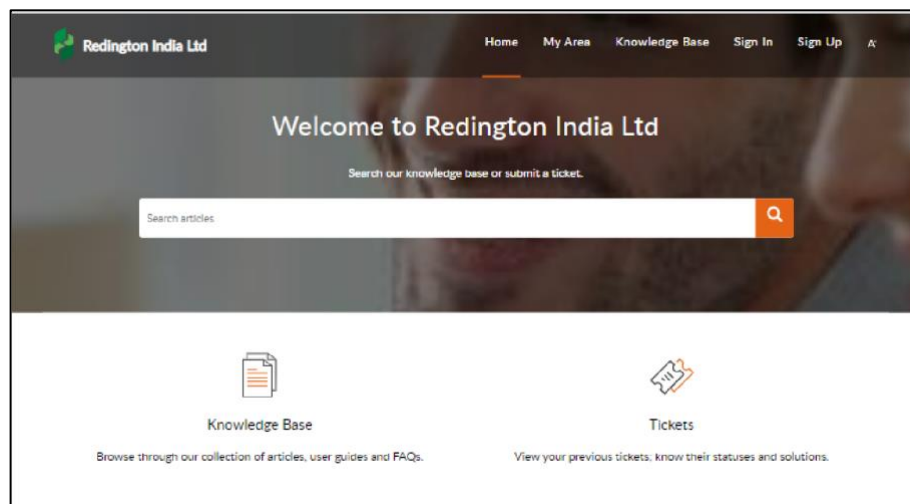
[   ]

[Register]

Your password,

Password cannot be the same as your User Name.

Be a minimum of eight (8) characters in length.

Password length must not exceed 250 characters.

7. User will be re-directed to the home page.
8. Click "Tickets" button to **Raise, View and Know the status of, the Ticket.**

Redington India Ltd   Home   My Area   Knowledge Base   Sign In   Sign Up   A'

Welcome to Redington India Ltd

Search our knowledge base or submit a ticket.

[Search articles   🔍]

Knowledge Base

Browse through our collection of articles, user guides and FAQs.

Tickets

View your previous tickets, know their statuses and solutions.

9. To create new ticket click "Add Ticket"

My Area   Search tickets   🔍

Status :   Open   Closed   On Hold   Created By :   You   My CC'ed tickets   [Add ticket]

9

10. Enter details and "SUBMIT"

Submit a ticket

CCs

Enter name or email address

Ticket Information

Subject *

Description

| B | I | U | ✎ | 🖌 | 12 ▾ | ☰ | ☷ | ☶ | 🖼 | ◆ | Insert ▾ | Plain text |

Product Name

🔍

Additional Information

Priority

-None- ⌄

🖉 **Attach a file** (Up to 20 MB)

Submit | Discard

Thank You!