SUPPORT OFFERINGS – Data Sheet

# SUPPORT OFFERINGS

Support Services are available through the Aviatrix Support Portal. Aviatrix Support offers Basic, Enterprise, Enterprise Plus and Strategic support plans to meet your business needs. Basic support is included in the fees for all products. The Enterprise and Strategic plans can be purchased for an additional fee.

A key aspect of the Enterprise Plus and Strategic support plan is access to a Trusted Advisor (TA).

Our Trusted Advisors work closely with your team to provide an ongoing series of engagements throughout your cloud journey. You will receive the greatest value from Aviatrix whether you're connecting your Hybrid Multi-Cloud network, optimizing your security posture in the cloud or looking to reduce operational overhead. Your TAM is committed to empowering you to get the most out of the Aviatrix platform and advance your strategic outcomes.

Aviatrix TAs provide operational rigor to help you deliver industry-leading network solutions. We are your partner to adapt and lead industry trends and together with you will ensure that your applications and network architecture are reliable, secure, performant and cost-effective.

Detailed information on Trusted Advisor Services can be found here.

The following table details the support service times, SLA on initial response time and other aspects of support for the different support offerings available for purchase.

| At-A-Glance | Basic | Enterprise | Enterprise Plus | Strategic |
|---|---|---|---|---|
| **Coverage Time** | 8/5 weekdays per chosen business hours* | 24/7 x 365 | 24/7 x 365 | 24/7 x 365 |
| **TA [1]** | Not Included | Not Included | Included [2] | Included [3] |
| **TSE [4] Level** | TSE Pool | TSE Pool | Sr. TSE Pool | Sr. TSE Pool |
| **P1 (Critical) FRT[5]** | 2 hrs | 1 hr | 30 mins | 20 mins |
| **P2 (Major) FRT[5]** | 8 hrs | 4 hrs | 4 hrs | 2 hrs |
| **P3 (Minor) FRT[5]** | 24 hrs | 12 hrs | 8 hrs | 8 hrs |

*[1]TA – Trusted Advisor*
*[2]TA services for Enterprise Plus Tier are delivered by a designated TA managing several Enterprise Plus customers during business hours.*
*[3]TA services for Strategic Tier are delivered by a named TA providing higher service levels for our Strategic customers during business hours.*
*[4]TSE – Technical Support Engineer*
*[5]FRT – SLA Goals for First Response Time (FRT)*
** Customers who choose Basic tier need to select, at the time of ordering, from one of these five 8x5 business hours. All are weekdays Mon-Fri.*


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AMER-PT  - 08:00-17:00 Pacific Time (PST, PDT)
AMER-ET  - 08:00-17:00 Eastern Time (EST, EDT)
EMEA-CET - 09:00-18:00 Central European Standard Time (CET)
APAC-AET - 08:00-17:00 Australian Eastern Time (AEST, AEDT)
APAC-IST - 08:00-17:00 Indian Standard Time (IST)
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**High Level Scope of the Basic Support Services included in all offerings are**

- Diagnostics and root cause analysis of issues with Aviatrix secured multicloud infrastructure.
- Planning and assistance with Aviatrix Software upgrades.
- Assistance with applying patches for vulnerabilities.
- Manage Incidents in accordance with Software Support Services.
- Replication of issues in-house to assist with diagnostics and issue resolution in collaboration with engineering.

**Not included in the scope of the above support offerings are**

- Not responsible for planning, design and implementation of Aviatrix infrastructure.
- Not responsible for automation of Day 2 operations workflows, migrations, or implementation of new features.

**PRODUCT SKUS**

Contact Aviatrix Sales at salesops@aviatrix.com for purchasing a support offering.

AV-SUP-BASIC
AV-SUP-ENTERPRISE
AV-SUP-ENTERPRISE-PLUS
AV-SUP-STRATEGIC


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