



24x7 Support Plan Agreement

2020

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1. Service Level Agreement

1.1 Statement of Intent

The aim of this agreement is to provide a basis for close co-operation between the CUSTOMER who has acquired the **24x7 Support Plan** and **ZEVENET SL**, identified by the DISTRIBUTOR in the present contract, in order to provide software updates, software product upgrades and technical assistance to the CUSTOMER by the DISTRIBUTOR, thereby ensuring a timely and efficient assistance service and always updated and secured ZEVENET appliances.

This agreement is contingent upon each party and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

1.2 Objectives of Service Level Agreements

- To create an environment which is conducive to a cooperative relationship between CUSTOMER and DISTRIBUTOR to ensure the effective support for ZEVENET SL.
- To document the responsibilities of all parties taking part in the agreement.
- To ensure that CUSTOMER achieves the provision of a high quality of service.
- To define the commencement of the agreement, its initial term and the provision for reviews.
- To define in detail the service to be delivered by DISTRIBUTOR and the level of service which can be expected by CUSTOMER, thereby reducing the risk of misunderstandings.
- To institute a formal system of objective service level monitoring ensuring that reviews of the agreement are based on factual data.
- To provide a common understanding of service requirements/capabilities and of the principles involved in the measurement of service levels.
- To provide for all parties to the Service Level Agreement a single, easily referenced document which caters for all objectives as listed above.

1.3 Period of Agreement

This agreement will begin on the date specified in the official Sales Order or Invoice issued by the DISTRIBUTOR and will be continued as set forth in them.

Once the CUSTOMER starts the process of acquiring or renewing this service plan, it's assumed that this agreement is fully agreed by both parties.

1.4 Review Procedure

This agreement will be reviewed every year, or at a mutually agreed date, between CUSTOMER and DISTRIBUTOR. The review will cover services provided, service levels and procedures. Changes to this agreement must be approved by both parties.

During the renewal process, the CUSTOMER will receive several notifications and draft invoice in the last month of the service. Once the CUSTOMER acknowledges the service renewal through a Purchase Order or an Invoice, the service will continue without disruption to the next year(s).

In the case that the renewal confirmation from the CUSTOMER is delayed within the next 3 months since the service expiration date, the DISTRIBUTOR could renew the service with the renewal discount and without disruption of the service.

1.5 Service Level Monitoring

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information can be provided to customers and support areas on the service provided.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by both CUSTOMER and DISTRIBUTOR. In the event of a discrepancy between actual and targeted service levels both CUSTOMER and DISTRIBUTOR are expected to identify and resolve the reason(s) for any discrepancies in close co-operation.

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Service feedback reports will be provided by the CUSTOMER to the DISTRIBUTOR via email to sales@zevenet.com or ZVNCentral Support Portal.

1.6 Complaints

All complaints relating to the operation of the assistance service, including:

- expected level of services,
- actual service offered and delivered,
- personnel responsible for providing or administering the service,
- any other issue relating to this document or the relationship between CUSTOMER and DISTRIBUTOR,

received by either party will be forwarded in writing and distributed concurrently to the signatories of the given Invoice or Sales Order. The intent is to ensure thorough, timely and open resolution of all such problems.

2. Customer Responsibilities

2.1 Functional Overview

In order to provide a service for the registration, referral, and resolution of all the support services related faults and queries (of the supported products only) encountered by system administrators to the DISTRIBUTOR, the following specific responsibilities have to be supplied:

- Provision of, at least, one contact, Help Desk or similar facility. Mailing list would be recommended.
- Once reporting an issue, extract the information of the symptoms and detailed data about questions or problems reported.
- Provide the system architecture details referring to the load balancing services and the number of nodes installed at production and development environments.
- Timely referral of faults to DISTRIBUTOR as per method detailed.

2.2 Response Times

The faults will be classified according to the perceived importance of the reported situation. The CUSTOMER maintenance and support service could use the following table to help to identify the case priority:

Support Level	Business Critical		Non-Business Critical		Request for service
	Fatal	Impaired	Fatal	Impaired	
★ ★ High	A	A	B	B	C
★ ☆ Normal	A	B	B	C	C
☆ ☆ Low	B	B	C	C	C

The service level definitions are:

Fatal	Total system interoperability
Impaired	Partial system interoperability
Business critical	Unable to perform core business functions
Non-business critical	Able to perform limited core business functions

The Maximum Response Times according to the Service Level for the current Support Plan are the following:

Priority level	Max response time
A	1 hour
B	4 hours
C	Next business day

2.3 Priority Level Response Times

The response times from the service desk or system administrators have to be adjusted according to the priority level assigned for the case or request, via the resources offered by the DISTRIBUTOR.

3. Distributor Responsibilities

3.1 Functional Overview

The DISTRIBUTOR is a provider of computing services based on open source software, software maintenance and technical assistance to the CUSTOMER.

The responsibilities supplied by the DISTRIBUTOR are:

- Provide an online system to access the software updates and upgrades.
- Provide an online system to maintain updated all security signatures, lists and protection mechanisms available.
- Provide a system to control the service levels of every appliance or node with the software.
- Protect the sensible data of CUSTOMER and keep it secure according to the current laws.
- Provide a platform for the registration of cases.
- Provide service support and resolution engagement for the products involved according to the established service level and personalized system architecture.
- Timely response and resolution of faults to the CUSTOMER.
- Fault resolution monitoring and production and distribution of Service Level Monitoring reports and when required.

3.2 Hours of Operation

The updates, upgrades and security services will be always available and accessible per node or appliance.

A DISTRIBUTOR representative will be available to provide technical assistance through the resources supplied during 24 hours per day, Monday to Sunday.

3.3 Response Times

The DISTRIBUTOR will analyze the priority of the fault set by the CUSTOMER and the service status according to the Maximum Response Times referred in the current agreement.

3.4 Service Level Targets

The DISTRIBUTOR will respond within the time specified given by the priority allocation. The CUSTOMER will issue reports as and when required to the DISTRIBUTOR unit manager for the purpose of gauging DISTRIBUTOR performance.

4. Supported Products/Applications/Systems

4.1 Supported Devices

The DISTRIBUTOR supplies professional support for all ZEVENET platforms and formats, whether they are physical or software based devices published in the official sites.

4.2 24x7 Support Benefits

The 24x7 Support Plan service is a yearly renewable per ZEVENET appliance (or deployment) service plan, which includes the following benefits:

ZEVENET Support Benefits	24x7 Support
Service Scope	
Software Updates Latest ZEVENET software releases available, Community and Enterprise.	✓
Software Product Upgrades Downloads of full system upgrades available.	✓
Platform Supported Virtual, hardware, bare metal, cloud or microservices platforms supported.	✓
Dedicated Engineer Direct contact with ZEVENET Engineers.	✓
Assistance Cases Reporting of issues to be analyzed by our Team.	✓
Cybersecurity Services Remote services available to be up to date with security lists, signatures and real-time threat detection for the IPDS module.	✓
Maintenance	

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Instant Hotfixes Hotfixes are provided without waiting for the next release.	✓
Security Analyzer Security tools to detect and fix weak configurations or security threats in your appliances.	✓
Packages Repository Quick and easy appliance update.	✓
Hotfixes Ensuring your appliances are free of bugs instantly to avoid zero-day attacks.	✓
Features	
Latest developments Ensure you have the latest developments and new features.	✓
Development proposals Your proposals will be heard to be included in the development roadmap.	✓
Resources	
Support Portal Web tool to have access to contact with our Support Team, cases reporting, software, and document downloads, and more.	✓
Security Advisories Security threats and mitigation notifications.	✓
News Be up to date with our latest news every quarter.	✓
Knowledge Online and updated high-quality knowledge base and technical articles.	✓

4.3 Supported Software

The supported software by the DISTRIBUTOR includes the ZEVENET products, a complete limitless load balancing solution based on an open source appliance, all current versions and the new upcoming ones.

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Release candidate versions are included and periodic upgrades are fully supplied and supported.

The support service includes the development proposals prioritization to be adaptable with the customer requirements and will be accepted if fits with the development roadmap of the open source project. The development proposals will not be considered as cases.

The DISTRIBUTOR will be able to provide CUSTOMER instant hotfixes to resolve software faults and special cases that will be fully supported. Private software repositories will be supplied for specific CUSTOMER needs.

4.4 Support Control

The support services supplied by DISTRIBUTOR to CUSTOMER are considered cases. A case could be a requirement, problem, request, doubt or assistance in regards to the supported products.

Meanwhile the Support Contract is effective, the CUSTOMER will have unlimited cases for every of its acquired nodes.

4.5 Communication Resources

All the requests will be reported to the DISTRIBUTOR through the official ZVNCentral Customer Portal (<https://central.zevenet.com>), where CUSTOMER, represented by the main contact person or another authorized person, will have access along the professional service agreement lifetime.

As assigned by the fault matrix, the response times indicate the initial response via email that will mean the initialization of the request resolution. For special cases, other resources of communication could be used as a remote desktop, Instant Messaging or phone.

The CUSTOMER will be notified about news and updates via mass mailing.