Technical Support Services Overview

April 2023

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Technical Support Services Program Overview

Gigamon offers a range of technical support options to Gigamon customers. Gigamon's support delivery goal is to address our customers' business needs quickly and professionally. We engage customers with our knowledgeable staff and systems that provide a consistent experience resulting in positive business outcomes and our customers' success.

Technical support levels are summarized by the tables below, outlining the major differences among the various levels and the benefits derived from each level.

Note: Technical Support Services are paid-for Services and are apart from the product warranties provided with Gigamon products. For information regarding Gigamon Limited Warranties offered with product purchase, visit: https://www.gigamon.com/support/warranty.html

Table 1: Technical Support Services options for Gigamon products Available for integrated Gigamon products sold with perpetual software term licenses		
Service Name	**Service Description**	**Service Benefits**
Elite Product Support and Software Maintenance	In addition to Enhanced Product Support and Software Maintenance: • 24x7 response to customer issues	• Best suited for Gigamon products deployed in mission-critical customer business environments • "Anytime access" to technical support professionals and subject matter experts with reduced response time objectives
Enhanced Product Support and Software Maintenance	In addition to Basic Product Support and Software Maintenance: • Advance Hardware Replacement (AHR) for confirmed hardware defects	• Best suited for Gigamon product deployed outside business-critical customer environments requiring improved hardware replacement or reduced spares stock objectives • AHR provides either same-day or next business day shipping services depending on local time completion of return authorization
Basic Product Support and Software Maintenance	• 9x5 response during customer business hours* • Defect isolation or assistance with configuration and other "how to" questions • Full access to latest software release updates via VÜE Community website • Return to factory and replacement for confirmed hardware defects • Technical assistance access by phone, email, and web	• Best suited for Gigamon product deployed outside business-critical customer environments • Access to subject matter experts for rapid problem solving during typical business hours* • Customer choice of how to engage with Gigamon technical support staff • 24x7 access to latest software releases and updates via web • Simplified hardware returns using select regional depots internationally

* 8:00 a.m. – 5:00 p.m., Monday through Friday: Business hours are based on customer's product location or customer's operations center managing the products.

Table 2: Technical Support Services options for Gigamon products Included with select Gigamon subscription software term license products.		
Service Name	**Service Description**	**Service Benefits**
Elite-Plus Software Only Support and Maintenance	• 24x7 response to customer issues • Defect isolation or assistance with configuration and other "how to" questions • Full access to latest software release updates via VÜE Community website • Technical assistance access by phone, email, and web	• Best suited for Gigamon products deployed in mission-critical customer business environments • "Anytime access" to technical support professionals and subject matter experts with reduced response time objectives • Customer choice of how to engage with Gigamon technical support staff • 24x7 access to latest software releases and updates via web

Table 3: Technical Support Services options for Gigamon Hardware products Available for select Gigamon hardware products sold with Gigamon subscription software term licenses		
Service Name	**Service Description**	**Service Benefits**
Hardware Replacement Services	• Advance Hardware Replacement (AHR) for confirmed hardware defects in combination with the Elite-Plus Software Only Support and Maintenance • Must be purchased at time of hardware product purchase, provides a 5-year AHR term which is not renewable at the end of the term.	• Provides 5-year hardware replacement for hardware purchased in combination with subscription term software. • Provides parts replacement shipment in advance of receiving defective parts • Provides either same-day or next business day shipping services depending on geographic location and local time completion of the return material authorization (RMA)

Gigamon Technical Support Services Features Overview

Gigamon offers distinct service levels in the Technical Support Services Program. The table below provides a quick summary of the various features included within each service level.

Table 4: Technical Support Program Features				
Program Feature Category	**BASIC** Product Support and SW Maint.	**ENHANCED** Product Support and SW Maint.	**ELITE** Product Support and SW Maint.	**ELITE-PLUS** SW Only Support and Maint.
Advance Hardware Replacement (AHR) service	N/A	Included	Included	N/A[4]
Same-Day Shipment of Advance Replacement Unit (ARU)	N/A	Available [2]	Available [2]	N/A[4]
Next Business Day delivery of Advance Replacement Unit (ARU)	N/A	Available [3]	Available [3]	N/A[4]
Return & Replace hardware replacement service	Included	N/A	N/A	N/A
Technical Support for defect resolution assistance	Included	Included	Included	Included
Live Technical Support contact availability	9x5 [1]	9x5 [1]	24x7	24x7
Software defect correction	Included	Included	Included	Included
Latest software 'anytime' download access	Included	Included	Included	Included
Technical Support for configuration assistance	Included	Included	Included	Included
VÜE Community access	Included	Included	Included	Included

[1] 8:00 a.m. – 5:00 p.m., Monday through Friday: Business hours are based on customer's product location or customer's operations center managing the products.

[2] Same-day shipment available if RMA is processed prior to local time cut-off to dispatch ARU; otherwise, same-day shipment is processed on the next business day.

[3] Next business day delivery available in countries with local services depots for ARU. The list of countries with local service depot provided at this link: https://www.gigamon.com/support/warranty/local-service-depot-countries.html

[4] Can be purchased separately for Gigamon Hardware utilizing the Hardware Replacement Service.

Contacting Gigamon Technical Support

The table below provides contact information and methods for engagement based on the purchased Gigamon Technical Support Service program.

Table 5: Gigamon Technical Support Contact Information		
ELITE Product Support and Software Maintenance		
ELITE and ELITE-PLUS Software Only Support and Maintenance		
Region	**Service Hours**	**Contact Method**
All Regions	24 x 7 Availability	**Email:** support@gigamon.com **Telephone:** Elite Support telephone number is provided via VÜE Community customer portal per link below. On VÜE Community home page choose "Create Case". Note phone number provided on the header of the Create Case page. **Please call directly if: (1) Issue is Priority 1 urgent; or (2) assistance on a Priority 2 or Priority 3 problem is needed during weekends or holidays.** **Web:** VÜE Community website https://gigamoncp.force.com/gigamoncp/
BASIC and ENHANCED Product Support and Software Maintenance		
Region	**Service Hours**	**Contact Method**
Americas	Monday – Friday 8:00am to 5:00pm* Customer's local business hours, except major U.S. holidays. Reference holiday schedule[1].	**Email:** support@gigamon.com **Telephone:** US: +1 855 430 0813 (Toll Free) US: +1 408 260 5616 **Web:** VÜE Community website https://gigamoncp.force.com/gigamoncp/
EMEA	Monday – Friday 8:00am to 5:00pm* Customer's local business hours, except major United Kingdom holidays. Reference holiday schedule[1].	**Email:** emea_support@gigamon.com **Telephone:** UK: +44 800 802 1055 (Toll Free) +44 118 324 7058 Germany: +49 800 723 4739 (Toll Free) France: +33 800 945 812 (Toll Free) Other Europe: +44 118 324 7058 Israel: +972 3376 0201 UAE: +971 800 035704110 Saudi Arabia: +966 800 891 2045 Egypt: +20 800 000 9098 Other Middle East: +90 850 390 2088 **Web:** VÜE Community website https://gigamoncp.force.com/gigamoncp/
APAC and Japan	Monday – Friday 8:00am to 5:00pm* Customer's local business hours, except major regional holidays. Reference holiday schedule[1].	**Email:** apac_support@gigamon.com **Telephone:** India: +91 000 80091 91584 Hong Kong: +852 800 966 289 (Toll Free) China: +864 006 039 071 Singapore: +658 004 411 407 Australia: +611 800 463 107 (Toll Free) Malaysia: +60 1800 81 7969 (Toll Free) Japan: 0066 3381 3126 (within country) Other APAC: +864 006 039 071 **Web:** VÜE Community website https://gigamoncp.force.com/gigamoncp/

* 8:00 a.m. – 5:00 p.m., Monday through Friday: Business hours are based on customer's product location or customer's operations center managing the products.

[1] Regional holiday schedule available at: https://www.gigamon.com/support/support-and-services/contact-support.html

Gigamon Technical Support Response and Communication

Gigamon will use reasonable efforts to address customer reported defects in accordance with the response and communication targets outlined in the table below. Target levels vary based on the Priority of the problem being addressed.

Table 6: Gigamon Technical Support Response and Communication Targets			
Issue Priority Level	**Priority 1** (as defined in Glossary)	**Priority 2** (as defined in Glossary)	**Priority 3** (as defined in Glossary)
A. ELITE-PLUS and ELITE Support and Maintenance Programs			
Initial Response	**1 hour** Support must be initiated by phone	**2 business hours** Weekends and holidays, support must be initiated by phone	**8 business hours** Weekends and holidays, support must be initiated by phone
Status Updates	**Live on phone** (until released by customer)	**Daily** (or per agreement with customer)	**Daily** (or per agreement with customer)
Communication Method	**Phone only**	**Phone; Email; Web portal** (phone only after business hours)	**Phone; Email; Web portal** (phone only after business hours)
B. BASIC and ENHANCED Support and Maintenance Programs			
Initial Response	**2 business hours**	**4 business hours**	**2 business days**
Status Updates	**Live on phone** (until released by customer)	**Daily** (or per agreement with customer)	**Twice per week** (or per agreement with customer)
Communication Method	**Phone only**	**Phone; Email; Web portal** (phone only after business hours)	**Phone; Email; Web portal** (phone only after business hours)

Please note that English is the officially supported language for communication with the Technical Support staff. However, Gigamon includes members of the support staff who can also communicate in Armenian, Cantonese, Dutch, Farsi, French, German, Hindi, Hungarian, Mandarin, Polish, Portuguese, Russian, and Spanish languages, but these non-English language resources are limited and may not always be available for immediate response.

Opening a Case with Gigamon Technical Support

Recommended Methods for Contacting Support

- Always call Support with Priority 1 urgent issues; this provides the most prompt initial response.

- Utilize the Gigamon VÜE Community if the issue is not Priority 1 urgent; VÜE Community provides access to self-help knowledge articles and attachment of documents during case creation. Priority 2 and Priority 3 cases can be reported via Gigamon Community 24x7.

- ELITE and ELITE-PLUS Support level customers are advised to call Technical Support for assistance on Priority 2 or Priority 3 issues during weekends or holidays.

- Email method should be reserved for low priority issues; email cases are created as Priority 3 issues.

Prepare Details for Support Team

To help solve customer issues or answer questions as quickly as possible, Gigamon requests the following information be provided at time of Support team contact. The details requested will accelerate resolution of the issue, or RMA approval, when engaging with the Gigamon Technical Support staff.

- Problem description
- Product serial number or Software license ID (and chassis serial number), if applicable
- Contact information (name, phone, email)
- Software version installed or deployed

- Device output details (show diag, syslog, etc.)
- Topology and usage information
- Remote access option, if available
- Context information (what has changed?)
- Shipping address for RMA, if applicable

Gigamon Technical Support Escalation Policy

Gigamon's Technical Support escalation policy is designed to optimize the customer experience and resolve any disruptions in customer operations as outlined in Gigamon's posted target response. The escalation policy applies to all customers with active Support Service contracts and entitlements. The policy references a stated customer priority, which is based upon the impact to customer business operations.

Once Gigamon Technical Support Services specifies that a customer is managed as an Escalation, either a Technical Support Manager or an assigned Escalation Manager will provide appropriate notifications to ensure elevated visibility and resource allocation. Escalated customer status is reviewed on a weekly basis with Gigamon's broader executive team.

- **When to utilize the Escalation process?** Gigamon recommends that besides systematic escalation responses described below, customers should escalate their issues early to ensure their business needs are met.

- **Starting the Escalation process:** The process can be triggered at any time by asking the customer's Technical Support case owner to escalate their case to the Gigamon Technical Support Duty Manager.

Escalation Management Notifications Targets

Gigamon's systematic escalation process is intended to notify and enable orchestration of issue troubleshooting and resolution by creating the appropriate level of visibility and response to successive levels of management throughout the life cycle of the issue. Escalation times are measured in business hours associated to the service coverage up to a 24x7 basis.

Escalation Owner	Priority 1 (as defined in Glossary)	Priority 2 (as defined in Glossary)	Priority 3 (as defined in Glossary)
Manager, Customer Support	**1 hour**	**2 hours**	**10 days** (if no agreed plan)
Director, Support Services	**2 hours**	**8 hours**	**15 days** (if no agreed plan)
Vice President, Service Operations	**4 hours**	**5 days** (if no agreed plan)	N/A
Vice President, Engineering, Sales and Operations	**8 hours**	**10 days** (if no agreed plan)	N/A

Gigamon VÜE Community website

Gigamon maintains a customer web portal to enable customer access Gigamon and customer-specific information regarding Gigamon solutions. Visit VÜE Community at: **https://gigamoncp.force.com/gigamoncp/**

Gigamon provides unlimited access to the VÜE Community for any customer with a valid and active Support contract.

Customer web access provides customers with a variety of self-service assistance, including:

- General Announcements (Field Notices, Advisories, Software Releases)
- Latest Software Releases available for download
- Searchable Knowledgebase
- Product Documentation (User Guides, Command Line Interface)
- Support contact information and support case creation
- Gigamon hardware and software assets details
- Customer assets reporting and export

Glossary

- **"AHR"** means advance hardware replacement.

- **"AHR Same Day Ship Services"** means Gigamon will provide (a) next day delivery of the ARU to Customer locations in the U.S. and Select Countries, or (b) same-day shipment of the ARU to Customer for Customer locations in all other countries. For all ARU shipments, Gigamon will pay for freight to Customer's location; however, Customers outside of the U.S. and Select Countries will pay all taxes, duties, fees or other charges incurred in connection with the ARU importation. Gigamon may ship ARUs with a minimum shipping version of Software and Customer will be responsible for upgrading to the then-current version of the Software for the ARU or as recommended by the Support Team. Customer must return the Suspect Hardware to the Return Location within thirty (30) days of receiving the ARUunless Gigamon waives this requirement in advance and in writing. Regarding the return shipment of the Suspect Hardware to the Return Location: (i) for Customers in the US and Select Countries, Gigamon will provide a pre-paid return label; and (ii) for Customers outside these countries, the Customer is responsible for the return freight as well as taxes, duties, fees, or other charges. Customer will be billed for the then-current published list price of the ARU if Customer fails to return the Suspect Hardware to Gigamon within the requested time frame, or if Gigamon reasonably determines, after receipt of the Suspect Hardware, that the Customer-reported Defect is not covered under this Support Agreement.

- **"ARU"** means an advanced replacement product unit, which is sent to the Customer prior to Gigamon receiving the Suspect Hardware.

- **"Authorized Channel Partner"** means any reseller channel partner authorized by Gigamon.

- **"Customer"** means the company or other legal entity that is purchasing Gigamon Product Support and Maintenance Services from Gigamon directly or through an Authorized Channel Partner.

- **"Defect"** means any verifiable and reproducible failure of the Product to materially conform to the Specifications that is validated by Gigamon, unless such failure is caused by (a) Customer's failure to implement in a timely manner Software upgrades or updates to the Product made available to Customer by Gigamon, (b) a Force Majeure Event, (c) acts of government, (d) misuse or abuse, (e) Customer instructions, installation, or set up adjustments, (f) modifications of or to any part of the Product by any party other than Gigamon, (g) accident or damage, or (h) use of the Software other than as permitted in the Gigamon Terms and Conditions set forth at www.gigamon.com/terms.pdf (the "Gigamon Terms").

- **"General Availability Release"** or **"GA Release"** means generally available Software issued concurrently to all Gigamon customers with an active Support agreement.

- **"Hardware"** means the Gigamon-branded hardware products, purchased from Gigamon or its Authorized Channel Partners. For clarity, Software may be included with or embedded in Gigamon Hardware (but is not included within the scope of Gigamon Hardware).

- **"Hot Patch"** means corrections provided outside the Maintenance Release update cycle to address Defects in existing Software Defect.

- **"IOR/EOR Countries"** means the countries listed at https://www.gigamon.com/support/warranty/local-service-depot-countries.html.

- **"IOR/EOR Services"** means service which allows for Gigamon to perform both importer and exporter of record for Support purposes to expedite and simplify customs compliance and cost. These locations serve as a waypoint for Products and parts to enter and leave specific participating countries. No stock is heldin these locations. If IOR/EOR services are unavailable in the country where the asset islocated, service level defaults to R&R Services. The Suspect Hardware must be returned to Gigamon at the Customer's cost and expense to the specified local in-country location. Gigamon will be responsible for getting the Product from the in-region location to the Gigamon main facility, including covering the costs associated with customs duties and fees. Within 10 business days of receipt of the Suspect Hardware, Gigamon will ship a Replacement Product. Gigamon will cover all expenses to deliver the Replacement Product to the Customers' location. Gigamon may ship the Replacement Product with a minimum shipping version of Software and Customer will be responsible for upgrading to the then-current version of the Software for the Replacement Product or as recommended by the Support Team.

- **"Limited Warranty"** means Gigamon's limited Hardware warranty and limited Software Warranty at www.gigamon.com/warranty.pdf which may be updated without notice and in Gigamon's sole discretion.

- **"Maintenance Release"** means Software issued to address a Defect and/or to introduce feature additions within a GA Release.

- **"Priority 1 Defect"** means any Defect in the Product that, in a production environment, (a) causes Customer's network or environment to go down, (b) causes a critical impact to Customer's business operations, or (c) has a CVSS v3 base score of 8.5 – 10 for any reported security vulnerability.

- **"Priority 2 Defect"** means any Defect in the Product that (a) causes Customer's network or environment to be severely degraded, (b) causes significant aspects of Customer's business operation to be negatively affected, or (c) has a CVSS v3 score of 4.0 – 8.4 for any reported security vulnerability.

- **"Priority 3 Defect"** means any Defect in the Product that (a) causes operational performance of Customer's network or environment to be impaired while most business operations remain functional or (b) has a CVSS v3 score of 0 – 3.9 for any reported security vulnerability.

- **"Product"** means the Hardware, the Software, or any combination thereof.

- **"Replacement Product"** means, at Gigamon's sole discretion, the same Product model or a product of equivalent fit, form, and function, which is sent to the Customer.

- **"Return & Replace" or "R&R Services"** means Gigamon's return and replace services, under which Gigamon will send a Replacement Product to the Customer within 10 business days of receiving the Suspect Hardware at Gigamon's designated Return Location. The Suspect Hardware must be returned to Gigamon at the Customer's cost and expense. For all return shipments of Suspect Hardware to Gigamon, Customer will pay for freight to the Return Location; however, Customers outside of the U.S. and Select Countries will also pay all taxes, duties, fees, or other charges incurred in connection with the Suspect Hardware importation. Gigamon may ship Replacement Products with a minimum shipping version of Software and Customer will be responsible for upgrading to the then-current version of the Software for the Replacement Product or as recommended by the Support Team.

- **"Return Location"** means the location specified by Gigamon for Suspect Hardware returns.

- **"RMA"** means a Gigamon-authorized return material authorization.

- **"Select Countries"** means the countries listed at https://www.gigamon.com/support/warranty/local-service-depot-countries.html that are main global stocking reverse logistic depots.

- **"Software"** means any object or binary code or firmware, any accompanying Documentation, and any upgrades or updates therefor, that are provided by Gigamon or an authorized channel partner on Gigamon's behalf and that are either (i) included with or embedded in the Gigamon Hardware, or (ii) provided as a separate Gigamon-branded software product.

- **"Specifications"** means the applicable Gigamon-published Product specifications.

- **"Support" or "Support Service"** means the support and maintenance service level associated with a Support Level.

- **"Support Level"** is the type of Support Services purchased by Customer, separately or included with certain product purchases, as set forth in the applicable purchase order.

- **"Support Team"** means Gigamon Support team as specified in https://www.gigamon.com/support-and-services/contact-support.

- **"Suspect Hardware"** means a Gigamon Support Team engineer confirmed a Customer reported Defect in a Hardware Product.

- **"Target Restore Time"** means Gigamon's reasonable effort to restore confirmed Software Defects during Gigamon's normal business hours.