



Customer Support Policy

www.goliathtechnologies.com

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Overview

This Customer Support Guide details our support services, contact information, and best practices for contacting support to ensure quick response and issue resolution.

Support can be requested by using phone, email, or submitting a ticket online. See below for how to do so:

Submit a ticket: <http://www.goliathtechnologies.com/support>.

Email Us: support@goliathtechnologies.com.

Call Us: 1-855-GOLIATH (1-855-465-4284).

The Goliath Technologies website (<http://www.goliathtechnologies.com>) provides a wealth of information at your fingertips. Refer to the following online resources to augment support interaction.

User Group Exchange information with other Goliath customers and the team behind the product; contains product-specific information. Maintained and moderated by product management team. Available at no additional charge

Documentation Review and download the latest product documentation online.

Consulting Services See Goliath Website for our service offerings.

Support Programs

Goliath Technologies offers two levels of support:

Support Level	Description	Price
Gold Support	Provides 14 x 5 support services during normal business hours	Included with standard maintenance
Platinum Support	Provides 24 x 365 support services during normal business hours and off hours	Additional Cost

Customers under **current support contracts** are also entitled to upgrades and patches. Support is provided subject to the terms of Goliath Technologies' EULA, including the limitation on liability and disclaimer of warranties contained in the EULA.

For issues outside the scope of our software we will make a best effort to assist but we make no guarantees on a resolution. Examples of these issues may be virtualization issues, network problems, hardware issues or third party software issues.

Business Hours of Operation

Normal Goliath Technologies support business hours of operation are defined as between 6 AM and 8 PM ET.

<u>Support Program</u>	<u>Business Hours</u>
Gold Support	Mon- Fri 6am-8pm ET
Platinum Support	24 hours a day x 365 days a year

Support Program Matrix

Feature	Gold Support	Platinum Support
Hours of Support	14 x 5 Business Hours	24 hours a day x 365 days a year
Off Hours	Email Support	N/A
Product Upgrades/Updates	Included, No Additional Charge	Included, No Additional Charge
Methods Of Support Available	Forum/Email/Phone Support	Forum/Email/Phone Support
Severity 1 Response Time	2 Hours	2 Hours
Severity 2 Response Time	4 Hours	4 Hours
Severity 3 Response Time	8 Hours	8 Hours

Severity Levels

Severity levels provide an indication of the urgency of an issue, and help us to provide a rapid and effective response. Incorrectly categorizing severity levels hinder the overall case-handling process. When you report an issue, you should attempt to estimate the appropriate severity level. You have the option to change the severity level of an issue as business conditions change. Response goals are intended to provide a target for initial response to an issue or query. We will work a Severity 1 issue around the clock if you have a technical resource available to work with us until:

- A resolution or workaround is in place and business impact has been mitigated.
 - The severity is mutually downgraded.
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- **Severity 1** – a severity one issue is associated with a critical business impact. This would include total product failures, and systems being down.

Immediate escalation to development engineer.

- **Severity 2** – a severity two issue is associated with significant business impact. This would include situations where product features that are not functioning effect primary and mission critical applications.

Immediate escalation to development engineer.

- **Severity 3** – a severity three issue is associated with minimal business impact. For example a product feature may not be functioning but a majority of the product's features and functionality are available.

Contacting Customer Support

Your organization should designate a few representatives responsible for opening cases with Goliath, and receiving maintenance information. They should have the appropriate technical skills and system level access to work with Goliath Support Engineers in resolving open issues. These support contacts will be your interface to Goliath Support, and should be notified of all issues that surface within your organization. They will escalate issues to Goliath Support as necessary.

Be prepared to provide the following information:

- Your name, company name, and telephone number with extension
- Case number (if applicable)
- Product name, release level, and any maintenance applied to the product

Logging a Case

Any information you can provide regarding the issue you are experiencing could have a significant impact on how fast the issue is diagnosed and resolved. You will be asked to provide the following information:

- Issue description, impact on your system and business operations, issue severity, and the exact text of error messages and diagnostic details.
- Steps to reproduce the problem, known workarounds.
- Contact number where you can be reached.
- Best time to reach you, and contact method (i.e. email/phone).

Submitting a Support Case

To file a case you may use any method below. We encourage you to set the initial severity level for the problem when submitting a case and highly recommend using phone to submit Severity 1 issues.

- Via Email - You can file a case using by emailing support@goliathtechnologies.com. By default all email cases are severity 3 unless otherwise specified. For the most accurate response and an SLA when handling your issue please provide the following when opening your case. Product, Version, logs and contact information, along with the details of the issue you are experiencing. Once processed, you will receive an electronic confirmation with a unique case number sent to your email address.
- Via the Web - You can file a case using a web browser (<http://www.goliathtechnologies.com/support>). Please click on Submit a Ticket to fill out a form and submit a ticket. Upon submitting the case you will receive an electronic confirmation with a unique case number sent to your email address. You will also be able to see the case in the open cases management tab.
- Via the Phone - To open a case using the phone call one of the phone numbers mentioned in

Contacts below. After you log the case with the customer representative, your case will be assigned a unique number given to you over the phone. If required and depending on severity level, your call will be transferred to an appropriate support engineer to resolve your issue over the phone.

- Following Up - A Support engineer will contact you by phone and/or email or a combination of both as appropriate during the resolution process. Severity levels may be adjusted with customer consent and mutual agreement on the degree of the impact based on the Severity definitions.

Customer Support Issue Resolution

Goliath Support provides trained resources to research and resolve issues on a timely basis. While an issue is open, the support team will keep you informed of the resolution status, and will notify you when a reported issue has been resolved. If at any point during the resolution process, you become dissatisfied with the handling of your issue, simply contact the case owner and request an escalation to the manager. This allows us to understand your concerns and make adjustments in resources if necessary.

We will make three attempts, on separate business days, to contact you for updates or information on an open case. If we are unable to make contact with you, we may close the case without your consent. If the issue continues to exist, you may open a new case and reference the old one.

Resolution of a support case can include any of the following actions:

- Software that provides a fix for the problem (case closed)
- Permanent business or system workaround (case closed)
- Temporary business or system workaround (case severity level is reduced)
- Action plan for the development of a fix or workaround: milestones and dependencies are set, communicated, and tracked (case severity level might be changed)
- Issue is a customer-specific customization or enhancement, and is not covered under maintenance (customer notification, case closed)

Customer Satisfaction Surveys

We periodically survey customers to obtain additional feedback on recent experiences with Customer Support, and the survey results are reviewed by management. When a support case is closed, an e-mail may be sent to the customer contact associated with the case. The e-mail contains a link to an online survey with questions covering areas such as the handling of the support case, professionalism, knowledge of the support analyst, and overall satisfaction with the management of the case.

Product Lifecycle

Level of support services provided depends on the lifecycle phase determined for specific version of the product. Current versions of the products are eligible for full support that includes support services and updates/fixes while support for older versions may be limited. A list of known workarounds or existing fixes and assistance with upgrading to a supported version is available for customers using old or discontinued versions.

Support of Releases

- New Releases – All new products issued for General Availability (GA).
- Current Releases – To maximize the quality of our service, Goliath limits technical support to the releases currently supported.
- Releases designated as End of Life from the Market - No support is available.
- For unsupported releases, new product enhancements and fixes will not be available. Goliath does not have an obligation to provide support for software that has been publicly designated End of Life or similarly designated.

Product Maintenance

Our goal is to go beyond quickly solving problems, and actually preventing problems from occurring in the first place. As a result, stringent quality control procedures are built into the development and release cycle of new products and releases. A typical product goes through multiple test phases—Quality Assurance, Alpha Test, Beta Test, and Controlled Release before it is officially released.

Issues sometimes occur with complex software operating in equally complex and demanding environments. Fixes and resolutions are often rolled into the next product release, and others are included as part of the next maintenance release, and most urgent are addressed with a hotfix that can be applied on specific product version. When applicable we announce the availability of new releases on the Web and through e-mail.

Miscellaneous

Evaluations & Proof of Concept

We make best effort to provide equivalent of “Standard Support” response times to customers with valid trial license during the official evaluation period.

Legal Notices

Goliath Technologies Customer Support Reference Guide

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