



Support Guidelines

This document is a supplement to the Support Plan Terms and Conditions agreement (“**Agreement**”) located at <http://www.nagios.com/services/support/>. It describes in greater detail how Customers request support services from Nagios Enterprises.

General Definitions

Term	Definition
Customer	means the purchaser of Nagios Support Services
Designated Contact(s)	means personnel of Customer that have been identified as the contacts for the Customer who: <ul style="list-style-type: none">(i) are responsible for initiating all requests and maintaining all records relating to Nagios Support Services;(ii) serve as the contacts with the Support Team on all matters relating to Nagios Support Services; and(iii) are responsible for providing information and support, as requested by the Support Team, to assist in the diagnosis, analysis and resolution of incidents.
Supported Software	means Nagios and Nagios Enterprises branded products as defined more fully in the “Support Coverage” document located on the Nagios Enterprises website at http://www.nagios.com/services/support
Support Plan Level	means the level of support more fully described in the “Support Coverage” document located on the Nagios Enterprises website at http://www.nagios.com/services/support
Support Website	means Nagios Enterprises’ support website located at http://support.nagios.com
Support Knowledge Database	means a searchable database located on the Support Website where frequently asked questions and issues are posted and addressed.
Support Team	means Nagios Enterprises’ team of technical support specialists, which provide Support Services relating to the Supported Software and Supported Systems.
Support Technician	Means a member of the Support Team.
Support Service	Means telephone, email, and web-based support services provided to Customer.
Response Time	means the period commencing when an incident is logged and ending when the Support Team provides Customer with a response, which shall include: <ul style="list-style-type: none">(i) request for specific information needed to identify the issue; and/or(ii) suggestion of known workaround; and/or(iii) steps for final resolution
Error	means a reproducible failure of the Supported Software to perform in substantial conformity with its documentation.
Incident	means an request made to the Support Team by a Designated Contact.

Support Overview

Depending on the Support Plan Level purchased by Customer, a Support Technician will be available by email or telephone to assist the Designated Contact(s) in the operation of the Supported Software and to receive reports of Error conditions. All Incidents will be allocated a unique reference number by the Support Team, and shall be reported to the Designated Contact(s) following allocation.

Contacting Support

Support Prerequisites

Customers must provide the following information when contacting Nagios Enterprises' Support Team with an Incident request:

- Name
- Account number
- Email address or phone number
- Version(s) of Supported Software being used
- Version(s) of operating systems being used
- Detailed description of technical issue

Support Website

Customers may report a new Incident by creating a support ticket, or check the status of an existing support ticket by visiting the Support Website at:

<http://support.nagios.com>

Support Email

Customers may report an Incident with the Support Team by sending an email to:

support@nagios.com

Support Phone Numbers

Customers with Standard support plans may access Nagios support services using the following dedicated telephone numbers:

Region	Phone Number
United States	(877) 812-0138
United Kingdom	0808 238 9772
France	08 05 11 95 00
Sweden	0200-88 34 22
Worldwide ¹	+46 8-58 83 01 35

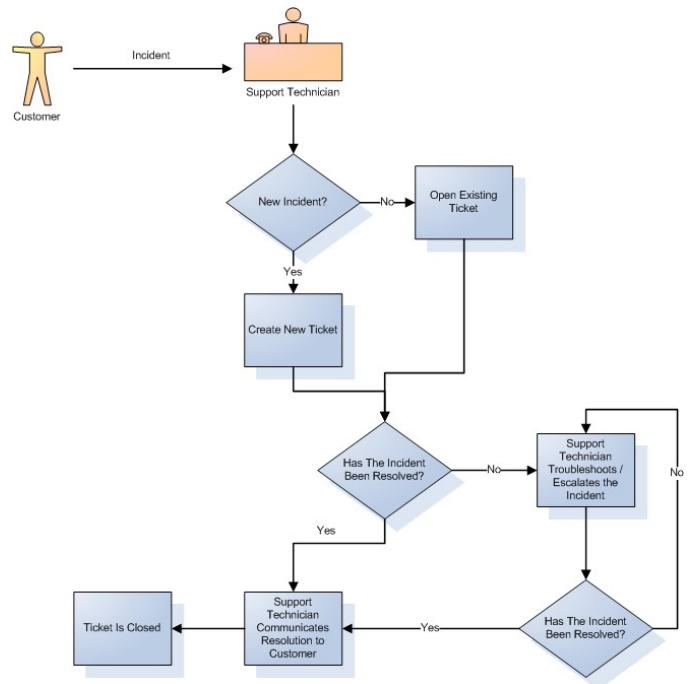
¹ For callers outside other international toll-free numbers

Support Process

Nagios Enterprises strives to deliver the highest quality technical support services for Nagios and related software. When a Customer contacts our Support Team with an Incident report, our Support Technicians work to resolve the issue as quickly as possible. In order to ensure fast problem resolution, Incidents are routed through our knowledgeable team of 1st, 2nd, and 3rd line Support Technicians.

Incidents may be submitted via a dedicated email address, via the Support Website or via telephone. The normal process for handling an Incident is as follows:

1. A Support Technician takes the initial Incident report and triages to the appropriate resources within the Nagios Support Team. All Incidents will be allocated a unique reference number by the Support Team and are reported to the Designated Contact(s) following allocation. The Support Technician's goal is to resolve the Incident on the first call.
2. If the Incident cannot be resolved on the first call, the Support Technician will work through the Incident by doing research, working in the test lab, or engaging other resources within the Support Team or Nagios Enterprises. The Support Technician's responsibility is to maintain close contact and communication with the Customer during this process.
3. If the appropriate progress on the Incident is not being made, the Incident is escalated to 2nd and 3rd line Support Technicians. The Customer will be notified when an Incident is escalated to other Support Technicians.
4. Once the Incident is resolved, a Support Technician will notify the Customer of resolution and close the appropriate support ticket(s).



Customer's Obligations

When requesting Support Services from the Nagios Enterprises' Support Team, Customers must adhere to the following guidelines:

- (a) The Customer commits to adhering to the support guidelines and to following those instructions given by the Support Team regarding utilization of the Supported Software.
- (b) The Customer shall report all incidents directly to the Support Team's incident logging system. If the Customer is unable to do so, reporting shall be made via email or telephone. When reporting an Incident, the Customer shall specify those conditions prevailing at the time of the incident and the symptoms of the incident, in as detailed a manner as possible, to enable the Support Team to recreate the described problem.
- (c) After reasonable notice has been submitted, and at the expense of the Customer, the Customer commits to granting the Support Team free access to the Customer's facilities to the extent deemed necessary to provide Support Services in accordance with the Agreement.
- (d) Unless otherwise agreed upon in writing by Nagios Enterprises and the Customer, the Customer assumes all responsibility and liability for testing all software updates and configuration changes made by, or at the request of, the Support Team.