



Gigamon Service Offering Overview

Version 4

Purpose

This document is a summary document of changes in August 2017 to Gigamon core support offerings and limited warranty support. More detailed information will be available in the Gigamon Service Solution User Guide that will be published in September 2017.

Table of Contents

Section 1: Service and Support Overview	2
Section 2: Gigamon Customer Portal	7
Section 3: Support Terms and Definitions	8

Section 1: Service and Support Overview

Gigamon offers a wide range of service solutions to Gigamon Customers. Gigamon's goal is to address our Customers' business needs quickly and professionally with knowledgeable staff and systems that deliver a consistent experience enabling overall business success.

Program Overview: The table below provides an overview of the Gigamon Service and Support programs, what's included and expected, as well as the benefits of each service.

Table 1: Gigamon Service and Support Program Overview			
Service Name	Service Description	Service Level Agreement	Customer Benefit
Hardware Limited Warranty	<ul style="list-style-type: none"> One-year hardware return and replace service for verified defects Technical Support by phone and email 8x5 during Gigamon support's regular business hours* Support starts: Date of shipment 	<ul style="list-style-type: none"> RMA must be approved by Gigamon Technical Support prior to return Ship within 10 business days after receipt by Gigamon Return and Replace service level 	<ul style="list-style-type: none"> Peace of mind Verified defects covered for one year
Software Limited Warranty	<ul style="list-style-type: none"> One-year defect correction or workaround Defect isolation only Technical Support by phone, email, and web 8x5 during Gigamon support's regular business hours* Support starts: Date of product shipment 	<ul style="list-style-type: none"> Software download capability is available 24x7x365 from Gigamon Customer Portal or FTP site Web access only for Maintenance Releases (Credentials available through Gigamon Technical Support) 	<ul style="list-style-type: none"> Defect resolution access to knowledgeable Support experts 8x5 during Gigamon's regular business hours*
Basic Software and Product Support Maintenance ("Basic Support")	<p>All Software Warranty with:</p> <ul style="list-style-type: none"> Defect isolation plus assistance with more complex configuration and "how to" questions Full access to latest software releases Technical Support by phone, email, and web 8x5 during Customer's regular business hours** 	<ul style="list-style-type: none"> Increased SLA response as compared to Limited Warranty Initial response, restore, resolution, and communication frequency varies based on priority level IOR/EOR Services for validated Hardware defects Hardware coverage for associated accessories as per accessory policy 	<ul style="list-style-type: none"> Future proofing your network Optimal for non-business critical environments Access to subject matter experts for rapid problem solving 8x5 during Customer's regular business hours** Simplified stocking with added coverage for accessories Simplified returns using select regional depots internationally
Enhanced (or Standard) Software and Product Maintenance ("Enhanced Support")	<p>Same as Basic Service with:</p> <ul style="list-style-type: none"> AHR Same Day Ship Services Omni-channel Technical Support by phone, email, web and real-time chat (estimated availability 2H 2017) 	<p>Same as Basic Service with:</p> <ul style="list-style-type: none"> AHR Same Day Ship Services Real-time chat 	<p>Same as Basic Service with:</p> <ul style="list-style-type: none"> Minimized sparing requirements with AHR Communicate how you want to with chat
Elite (or Premium) Software and Product Support Maintenance ("Elite Support")	<p>Same as Enhanced Support with:</p> <ul style="list-style-type: none"> Technical Support access 24x7x365 	<p>Same as Enhanced Support with:</p> <ul style="list-style-type: none"> Increased SLA response as compared to Basic or Enhanced support Technical Support Access 24x7x365 	<p>Same as Enhanced Support with:</p> <ul style="list-style-type: none"> Optimal for mission critical business environments Access to subject matter experts any time for rapid problem solving

Table 1: Gigamon Service and Support Program Overview Continued			
Service Name	Service Description	Service Level Agreement	Customer Benefit
Customer Portal	<ul style="list-style-type: none"> Access to Customer Portal for creating and editing cases, browsing knowledge base, and software downloads and asset listing 	<ul style="list-style-type: none"> Customer Portal is available 24x7x365 to any organization with an active Software Limited Warranty or Support agreement 	<ul style="list-style-type: none"> Rapid case creation Historical case visibility Reporting for asset management Information and alert availability at a glance

* 8:00 a.m. to 5:00 p.m., Monday – Friday: US (Pacific Time), UK, and Hong Kong (local times), major local holidays excluded.

** 8:00 a.m. to 5:00 p.m., Monday – Friday: Customer's business hours (based on asset location), local Technical Assistance Center (TAC). National holidays excluded.

Support Program Features: Gigamon offers four distinct levels of differentiated product support programs. Please see the table below for the value provided with each level of service.

Table 2: Support Program Features					
Category	Hardware Limited Warranty	Software Limited Warranty	Basic Support Agreement	Enhanced Support Agreement	Elite Support Agreement
Included in Product Purchase Price	Included	Included	Not included	Not included	Not included
Accessories Hardware Coverage	Not included	Not applicable	Included	Included	Included
IOR / EOR Service for Select Countries	Not included	Not applicable	Included	Included	Included
Same Day Shipment Hardware Advance Replacement Unit (ARU)	Not included	Not applicable	Not included	Included	Included
Next Business Day Delivery On-site Hardware Advance Replacement Unit (ARU)	Not included	Not applicable	Not included	Select countries only	Select countries only
Software Defect Correction	Not applicable	1 year from date of shipment	Included	Included	Included
Software Downloads for General Availability Releases	Not applicable	Not applicable	Included	Included	Included
Technical Support Availability	8x5*	8x5*	8x5**	8x5**	24x7x365
Technical Support Defect Resolution Assistance	Not applicable	Included	Included	Included	Included
Technical Support Configuration Assistance	Not applicable	Not included	Included	Included	Included
Technical Support General Information Assistance	Not applicable	Not included	Included	Included	Included
Customer Portal Access	Not applicable	Included***	Included	Included	Included

* 8:00 a.m. to 5:00 p.m.: US (Pacific Time), UK, and Hong Kong local times, major local holidays excluded.

** 8:00 a.m. to 5:00 p.m.: Customer's business hours, excluding local Gigamon TAC National holidays

*** Limited access to software and case submission

Contacting Gigamon Technical Support

The table below provides contact information and methods for engagement for the different Gigamon service plans.

Table 3: How to Contact Gigamon Technical Support				
Region	Elite (or Premium) Support		Basic or Enhanced Support (or Standard), Limited Warranty, for Hardware and Software	
	Service Hours	Contact Method	Service Hours	Contact Method
North America and LATAM	24 x 7 x 365, always available	Email: support@gigamon.com Support Telephone Number: Please use the Elite Support telephone number provided when you ordered Elite Support Customer Portal: https://gigamoncp.force.com/gigamoncp/	Monday – Friday 8:00am to 5:00pm Customer's local business hours except major US holidays	Email: support@gigamon.com Support Telephone Numbers: (855) 430-0813 (Toll Free) (408) 260-56164 Customer Portal (all programs except Hardware Warranty): https://gigamoncp.force.com/gigamoncp/
EMEA			Monday – Friday 8:00am to 5:00pm Customer's local business hours except major UK holidays	Email: emea_support@gigamon.com Standard Support Telephone Numbers: UK: +44 8008 021 055 UK: +44 118 3247 058 Germany: +49 8007 234 739 France: +33 8009 458 12 Russia: +81 0800 2580 2044 Rest of Europe: +44 (0) 1344 859 880 Middle East Support: 44 (0) 1344 859 886 UAE: +971 8000 3570 4110 Customer Portal (all programs except Hardware Warranty): https://gigamoncp.force.com/gigamoncp/
APAC			Monday – Friday 8:00am to 5:00pm Customer's local business hours except major HK holidays	Email: apac_support@gigamon.com Standard Support Telephone Number: Hong Kong: +852 800 966 289 China: +864 006 039 071 Singapore: +658 004 411 407 Australia: +611 800 463 107 Malaysia: +60 1800 817 969 Japan: 006633813126 (within country) Rest of APAC: +852 3975 3019 Customer Portal (all programs except Hardware Warranty): https://gigamoncp.force.com/gigamoncp/

Gigamon Technical Support Response, Restore, and Resolution Times

Gigamon response, restore, resolution, and communication frequency are defined in the table below. Service levels vary based on the Priority of the problem being addressed.

Table 4: Gigamon Technical Support Response, Restore, and Communication Levels

Type	Elite (or Premium) Support			Basic and Enhanced (or Standard) Support			Software Limited Warranty		
	Priority 1	Priority 2	Priority 3	Priority 1	Priority 2	Priority 3	Priority 1	Priority 2	Priority 3
Initial Response	1 hour	2 hours	8 hours	2 hours	4 hours	2 days	Subject to the terms of the Software Limited Warranty, Gigamon will use commercially reasonable efforts to provide corrections or workarounds for verified software defects during Gigamon's normal business hours. Specific for Security Vulnerabilities: Gigamon uses the Common Vulnerability Scoring System V3 (CVSS) for guidance on determining the urgency of a response and mapping it to a Gigamon Priority scheme (definitions below).		
Status	Live on phone until resolved	Daily	Daily	Live on phone until resolved	Daily	Twice per week			
Restore Time	Software: 24 hours	Software: 48 hours	Not applicable	Software: 24 hours	Software: 48 hours	Not applicable			
Resolution Time	Software: 5 days	Software: 10 days	As agreed or next maintenance release	Software: 5 days	Software: 10 days	As agreed or next maintenance release			
Communication Method	Phone only	Phone, email, or Customer Portal. After hours phone only	Phone, email, or Customer Portal. After hours phone only	Phone only	Phone, email, or Customer Portal.	Phone, email, or Customer Portal.			

Opening a Case with Gigamon Technical Support

To help you solve the problem as quickly as possible, having the following information up front will accelerate resolution of the issue as well as RMA approval when working with the Gigamon Technical Support team.

- Problem description
- Product serial number (w/chassis serial number)
- Contact information (name, phone #, email address)
- Software version on Product
- Shipping address for RMA purposes
- Device outputs (show diag, syslog, etc.)
- Topology and usage information
- Remote access if available
- Background information (what changed)

Gigamon Escalation Policy

Gigamon's escalation policy is designed to optimize the customer experience and make sure that any disruptions in your visibility architecture are resolved in or better than our posted service level response. The escalation policy applies to all customers with active service coverage. This policy is based around customer priority based upon impact to their business.

Once Gigamon places an account within Escalation, either a Support Manager or assigned Escalation Manager will provide notifications externally as well as internally to ensure appropriate visibility and resource allocation to provide the fastest resolution. Escalated account status and updates are shared weekly with Gigamon's executive team for all customers in an active escalated state.

- **Starting the process:** The process can be triggered at any time by asking your case owner to escalate to the Gigamon Duty Manager.
- **When to Escalate:** Gigamon believes that other than standard process that will trigger escalation responses, customers are advised to escalated early, often and without remorse to make sure your business needs are met.

Escalation Management Notification Matrix

Our systematic escalation process is intended to notify and enable proper orchestration of issues by creating the right level of visibility and response to various levels of management throughout the life cycle of the technical issue. Escalation times are measured in business hours associated to the service coverage up to 24x7x365 basis.

Owner	Priority 1	Priority 2	Priority 3
Manager, Customer Support	1 hour	2 hours	10 days (if no agreed plan)
Director, Service Delivery	2 hours	8 hours	15 days (if no agreed plan)
Vice President, Service Solutions	4 hours	5 days (if no agreed plan)	NA
Vice President, Engineering, Sales and Operations	8 hours	10 days (if no agreed plan)	NA

Section 2: Gigamon Customer Portal

Service at a Glance

- Gigamon maintains a Customer Portal to enable its Customers to access a host of Gigamon and client-specific information regarding Gigamon solutions. The Customer Portal is at: <https://gigamoncp.force.com/gigamoncp/>.
- Gigamon provides unlimited access to its Customer Portal for any Customer with a valid Support Agreement or an active Software Limited Warranty.
- Information contained in the Customer Portal is shown in the table below.

Table 5: Customer Portal Capabilities	
Service Description	Available in Gigamon Customer Portal (Support Agreement or Software Limited Warranty)
General Announcements (Field Notices, Software Releases)	✓
User Profile Management	✓
TAC Contact Information	✓
Case Priority Definitions	✓
Documentation Access (user guides, Command Line Interface (CLI) Guide, etc.)	✓
List of Latest Software Versions	✓*
Case Viewing (my cases, my company's cases, open and closed)	✓
Case Editing	✓
Case Creation	✓
Asset Export in Excel for HW/SW service coverage data	✓
Searchable Knowledgebase	✓

* For Product covered only by Software Limited Warranty, the list will include only software for Maintenance Releases and Hot Patches.

Section 3: 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 ARU unless 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 Error is not covered under this Support Agreement
- **“ARU”** means a Replacement Product, which is sent to the Customer prior to Gigamon receiving the Suspect Hardware.
- **“Error”** means any verifiable and reproducible failure of the Product to materially conform to the Specifications
- **“Hardware”** means the Gigamon-branded hardware products, purchased from Gigamon or its authorized distributors.
- **“Hot Patch”** means corrections provided to address defects or Errors in existing Software.
- **“IOR/EOR Countries”** means the countries listed at <https://www.gigamon.com/support/warranty/local-service-depot-countries.html> that are local non-stocking depots that allow for localized material handling and customs support where available.
- **“IOR/EOR Services”** means service that is only available on Basic, Enhanced or Elite support offering types. This service allows for Gigamon to perform both importer and exporter of record to expedite and simplify customs compliance and cost. These locations serve as a waypoint to enter and egress specific participating countries. No stock is held in these locations. If IOR/EOR services unavailable in the country where the asset is located, service level defaults to R&R Services. The Suspect Hardware must be returned to Gigamon at the Customer’s cost and expense, however to the specified local in-country location. Gigamon will cover from the in-region location to Gigamon main facility covering the costs associated to 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 product to customers' location. Gigamon may ship 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.

- **“Maintenance Release”** means Software issued to address a known defect and/or to introduce minor feature additions.
- **“Priority 1 Error”** means any demonstrable Error in the Product that, in a production environment, (a) causes the Product to have a significant loss of utility of intended function; or (b) prevents the Product from being installed or operated when properly configured or (c) CVSS v3 (Common Vulnerability Scoring System v3) base score of 8.5 – 10 for any reported security vulnerability.
- **“Priority 2 Error”** means any demonstrable Error in the Product that (a) causes the Product to operate improperly in a manner which negatively impacts the normal course of business for Customer; or (b) produces results materially different from those described in the Specifications but does not rise to the level of a Priority 1 Error or (c) CVSS v3 score of 4 – 8.4 for any reported security vulnerability
- **“Priority 3 Error”** means any demonstrable Error in the Product that (a) causes a function not to execute as documented in the Specifications without a significant loss of utility or intended functionality; or (b) disables one or more nonessential functions or (c) CVSS v3 score of 0 – 3.9 for any reported security vulnerability
- **“Product”** means the Hardware, the Software, or any combination thereof.
- **“RMA”** means a Gigamon-authorized return material authorization.
- **“R&R”** means Gigamon’s Return and Replace type, under which Gigamon will send a replacement Product to the Customer within 10 business days of receiving the suspect Product at Gigamon’s designated Return Location.
- **“R&R Services”** means the Suspect Hardware must be returned to Gigamon at the Customer’s cost and expense. Within 10 business days of receipt of the Suspect Hardware, Gigamon will ship a Replacement Product. 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 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.

- **“Replacement Product”** means a product that is fit, form, and functional equivalent which is sent to the Customer after Gigamon has received the Suspect Hardware from the Customer.
- **“Return Location”** means the location specified by Gigamon for Suspect Hardware Returns.
- **“Select Countries”** means the countries listed at <https://www.gigamon.com/support/warranty/local-service-depot-countries.html> that are served through Gigamon’s main reverse logistics Global stocking depots.
- **“Software”** means the object or binary code included in the Hardware or ordered separately from Gigamon or its authorized distributors for use in connection with the Hardware.
- **“Specifications”** means the applicable Gigamon-published Product specifications.
- **“Support Service”** means the primary maintenance service level associated with a Support Type
- **“Support Type”** is the level of Support Service purchased either Warranty, Basic, Enhanced, or Elite. Basic, Enhanced and Elite are available after 7/31/2017. Prior to 7/31/2017 Support Types were Standard or Premium. Standard is equivalent to Enhanced and Premium is equivalent to Elite.
- **“Suspect Hardware”** is defined as when the Gigamon support team confirms the customer-reported error in Hardware.