

## SERVICE DESCRIPTION

### PREMIUM SUPPORT SERVICE

#### SKU AV-SUP-PREM

#### Introduction

Aviatrix Premium Support Services (APS) provides designated engineers to perform day 2 support activities with Aviatrix secure multicloud infrastructure with 24x7 availability with engineers available globally. The Premium Support Engineer (PSE) will have the knowledge of your network to accelerate diagnostics and minimize downtime. The PSE will also assist in the activities described below:

#### High Level Scope

- Diagnostics and root cause analysis of issues with Aviatrix secured multicloud infrastructure.
- Planning and assistance with Aviatrix Software upgrades.
- Assistance with applying patches for vulnerabilities.
- Manage Incidents in accordance with Software Support Services.
- Replication of complex issues in-house to assist with diagnostics and issue resolution in collaboration with engineering.
- Assist during planned maintenance windows to remediate issues during upgrades or new service provisioning.
- Periodic review of Incident tickets and open escalations.

#### Incident Support

24x7 support with designated engineers available globally.

First Response Time on Critical P1 incidents – Within 15 minutes

#### Service Levels:

Premium Support is provided on a 24x7 basis and is only available during an active Software Subscription Term.

Incidents: as defined in the Services Description for Software Support Services.

#### Not included in the scope

- Not responsible for planning, design and implementation of Aviatrix infrastructure.
- Not responsible for automation of Day 2 operations workflows, migrations, or implementation of new features.
- Premium support engineer is not staff augmentation and will not be responsible for Day 2 operations outside of the defined scope.