



PHD Virtual

Support Policy

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Overview

This support policy describes the support offerings from PHD Virtual for all current licensed customers as well as evaluation users. The information and policies described in this document are subject to change without notice.

Support Offerings

PHD Virtual offers two levels of support for its **esXpress** Backup product.

- **Platinum Support** – Provides 24 X 7 support services for **critical production issues** as defined by the severity policy. Platinum support is designed for customers running mission critical environments in high availability situations.
- **Gold Support** – Provides 11 X 5 support services during normal business hours. With every new license purchase the first year of gold support is included in the license purchase price.

Customers under **current support contracts**, gold or platinum, are also entitled to free upgrades and patches of the esXpress backup product.

Support is **not offered** for our **free** product offerings; however a community support board forum is available for questions and comments.

Support is provided subject to the terms of PHD Virtual's EULA, including the limitation on liability and disclaimer of warranties contained in the EULA. Without limiting the terms of the EULA, PHD Virtual does not guarantee a resolution that is satisfactory to the customer.

For issues outside the scope of the esXpress backup product or other PHD supported products 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 Operations

Normal PHD Virtual support business hours of operation are defined as between **8 AM and 7 PM EST**.

Support Program Matrix

Feature	Platinum Support	Gold Support
Hours of Support	24 X 7	11 X 5 PHD Business Hours
Product Upgrades/Updates	Included, No Additional Charge	Included, No Additional Charge
Methods Of Support Available	Web/Email/Phone Support Ticket For off hours support please use the Web Support Ticket	Web/Email/Phone Support Ticket
Severity 1 Response Time	4 Hours	4 Hours
Severity 2 Response Time	4 Hours	4 Hours
Severity 3 Response Time	4 Hours – business hours 8 hours – 24 X 7 coverage	8 Hours
Severity 4 Response Time	Next Business Day	Next Business Day

Severity Levels

The following are severity level definitions for PHD Virtual Support Cases

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- **Severity 1** – a severity one issue is one associated with a critical business impact. This would include total product failures, systems being down or data being corrupt or unrecoverable.

- **Severity 2** – a severity two issue is one associated with significant business impact. This would include situations where product features that are not functioning effect primary and mission critical applications. Although the product is restricted in its availability or function, workaround solutions may exist.
 - **Severity 3** – a severity three issue is one associated with minimal business impact. For example a product feature may not be functioning but a majority of the product’s features and functionality is available. Work around solutions may exist for severity three issues.
 - **Severity 4** - a severity four issue is one associated with no business impact. These may include product questions concerning how features work, general product questions, configuration questions, documentation clarification and feature requests
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Methods of Contacting Support

PHD Virtual support can be contacted in a number of different methods. With each method a PHD Virtual support engineer will respond to your support issue within the response level as determined by the support contract and severity level of the problem.

- **Web Support Ticket** – This is the **preferred method** for opening support tickets with PHD Virtual. A web ticket can be opened from the phd virtual web site going to :
SUPPORT -> Contact Support

<http://www.phdvirtual.com/support>

Once you have entered your contact, problem and license information a unique support case ticket number will be assigned to you.

For Platinum users requiring support outside of the Normal PHD Business Hours please use the Web Support Ticket to open your case.

- **Email Support** – support cases can be opened via email using the following email address :

techsupport@phdvirtual.com

When sending support emails please make sure you include a full problem description as well as contact and license information. A support ticket will then be opened for you.

- **Phone Support** – support cases can also be opened by phone using the PHD Virtual support number 1-866-790-6840. When calling the support line you may be directed to a voice answering system. Please leave a message outlining your issue or question as well as your license and contact information. A support ticket will be created and a support engineer will follow up with you as per your license level and problem severity.
- **Web Forum** – The PHD Virtual web forums are community forums and are not monitored closely by our support engineers. They are to be used for community discussions of esXpress and other PHD virtual products, discussing feature requests and for PHD product notes and information. For actual support cases do not use the web forums but instead contact us using any of the three above methods.

The web forums are located at the following address:

www.phdvirtual.com/forums?func=listcat

esXpress Evaluation Users Support Policy

During the evaluation of esXpress or any other licensed PHD product we do offer product support as per the severity level of the issue during PHD's normal business hours. For those cases we will make the best effort to respond. 24 X 7 support is not available for evaluation users.

PHD Virtual Contact Information

Web Site:

www.phdvirtual.com

Support:

1-866-790-6840

techsupport@phdvirtual.com

Sales:

1-866-296-1506

International +1 973-288-7000

sales@phdvirtual.com

Note: PHD Virtual reserves the right to amend or change these policies without any prior notice.