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## 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
<b>Initial Response</b>	1 hour	2 hour	8 hour	2 hour	4 hour	2 days	<p>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.</p> <p>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).</p>		
<b>Status</b>	Live on phone until resolved	Daily	Daily	Live on phone until resolved	Daily	Twice per week			
<b>Restore Time</b>	Software: 24 hours	Software: 48 hours	Not applicable	Software: 24 hours	Software: 48 hours	Not applicable			
<b>Resolution Time</b>	Software: 5 days	Software: 10 days	As agreed or next maintenance window	Software: 5 days	Software: 10 days	As agreed or next maintenance window			
<b>Communication Method</b>	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			