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The AXIGEN Technical Support is available to all *registered* users of AXIGEN products whether they use the Business edition, the Office edition or an evaluation version during the first. It includes assistance in the use of registered AXIGEN products and access to the product documentation.

Support Packs	FIRsT	Premium	Gold Add-On*	GoLive
Maintenance	●	●		
Basic Support	●	●	●	●
<b>Availability</b>				
24 x 7 x 365	●	●	●	●
Telephone Support		●	●	●
Email support	●	●	●	●
Max Response time	24 hours	6 hours	3 hours	3 hours
Web support	●	●	●	●
Free Call-Back otline			●	●
On-site				●
Price	20% yearly subscription	35% yearly subscription	Per incident pack / On call	Per project / On call
	<b>1-st year FREE</b>			

Included services	FIRsT	Premium	Gold Add-On*	GoLive
Installation	●	●	●	●
Migration (where applicable)	●	●	●	●
Configuration	●	●	●	●
Troubleshooting	●	●	●	●
AV Integration	●	●	●	●
AntiSPAM Integration	●	●	●	●
Custom Feature request assessment			●	●
Monthly Service Report			●	
Pilot Design				●
Pilot Installation				●
Pilot Project Report				●
Platform Implementation				●
Platform Deployment				●
System Planning and Provisioning				●
Operations Audit				●
Technical Training				●

Supplied by				
Level 1 CSE	●	●		
Level 2 CSE		●	●	●
TAM Assigned			●	●

Online Resources				
Forum	●	●	●	●
Knowledgebase	●	●	●	●
Online Documentation	●	●	●	●
Newsletter	●	●	●	●
Beta program access	●	●	●	●

\* valid as long as the 1 year Premium Support Service is active

## Incident Management

A specially designed tool is automatically registering all incidents reported by the customers as well as the solutions offered by your assigned CSE (Certified Support Engineer)/ TAM (Technical Account Manager).

Each incident has its own ID and it is dispatched according to its priority level to AXIGEN CSEs. Where applicable a monthly service report (issued by your assigned TAM), is delivered to users, detailing the support activity on the previous month.

## 24 x 7

Technical support service is provided, where applicable, without interruption 24 hours per day, 7 days per week.

## Telephone support

Technical Support is provided for calls initiated by the customer on a telephone number which is available for the Premium and Gold support levels.

## Email Support

The email technical support is available at the following address: [support@axigen.com](mailto:support@axigen.com) ; It also includes free subscription to the **AXIGEN Newsletter**, containing security alerts, advisories and other useful pieces of advice for avoiding operational IT disasters, as well as information regarding upcoming versions, tips & tricks and insights on AXIGEN products.

## Max Response Time

AXIGEN guarantees a maximum amount of time in which a human relevant technical feedback regarding a specific incident is provided. The maximum response time depends on the customer subscription level, as mentioned in the "AXIGEN Support Levels" table.

## Web Support

Registered AXIGEN customers can access the website at [www.axigen.com](http://www.axigen.com). Web support includes non-stop access to the following **Online Resources**:

- [Access to Online Documentation](#)
- Patch releases and new commercial versions of AXIGEN products;
- Access to [AXIGEN Knowledgebase](#);
- Product documentation ([Release Notes](#), [User Guides](#), [White Papers](#), etc);
- **Access to [AXIGEN Forum](#)**

## Free Call-Back Hotline

This is an immediate Call Back service provided free of charge by AXIGEN based on a call-back support request placed by customers. The customer can ask for this service via web/e-mail/phone/fax/chat and is immediately called back by an AXIGEN CSE/TAM on the provided phone number. All expenses are supported by AXIGEN, regardless of the customer's location, provided that the request is placed for a standard charged phone number.

\*\* disabled after incidents depletion, additional incidents can be purchased at any time

## On-site Support

For complex projects where remote technical support does not cover the customer's requirements, AXIGEN can provide a team of product specialists ready to come to the customer's premises for solving any technical matter concerning the AXIGEN solution. Regardless of the Technical Support Subscription Level, this option is available upon request, as part of a special contract.

## Software Maintenance

AXIGEN is updated from time to time (such as bug fixes or other improvements). This are referred to as "Maintenance". Software Maintenance offers access only to features included in the purchased product (Edition). Access to features included in other products Editions are referred to as Product Upgrades.

## Basic Support

### The BASIC Support level ensures:

- E-mail support (24 working hours response time)
- Response availability: Monday to Friday, 9h/day (from 8:00 to 17:00 CET)

### Users that qualify for BASIC Support:

- Registered users, for one year after license registration
- Users that have purchased a software Support pack; during the subscription period

### Limitations:

- Response time depends on the Technical Support [Subscription Levels](#);
  - All types of technical support are offered in **English** only.
  - While email and web support are available for all customers with a subscription service, phone and on-site support availability depend on the subscription level
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## Description of Support Services

### Installation Support

Refers to support provided in order to solve installation related incidents, including but not limited to actions comprised in the user guide, technical notes, Knowledge Base, or other documentation resources. As a result AXIGEN cannot commit to provide installation support for third party applications (like antispam/antivirus), networking products (like firewalls and routers), or operating systems or any incident of a similar nature.

### Migration (where applicable)

Refers to support provided in order to solve incidents that occur when migrating from a different messaging solution to AXIGEN, including but not limited to actions comprised in the user guide, technical notes, Knowledge Base, or other documentation resources. As a result AXIGEN cannot commit to provide migration support from AXIGEN to other messaging products, or for any incidents of a similar nature.

### Configuration Support

Refers to support provided in order to solve AXIGEN configuration related incidents, including but not limited to actions comprised in the user guide, technical notes, KB or other documentation resources. As a result AXIGEN cannot commit to provide configuration support for third party applications (like antispam/antivirus), networking products (like firewalls and routers), or operating systems or any incident of a similar nature.

### Troubleshooting

Refers to support provided in order to solve AXIGEN troubleshooting related incidents, including but not limited to actions comprised in the user guide, technical notes, KB or other documentation resources. As a result AXIGEN cannot commit to provide troubleshooting support for third party applications (like antispam/antivirus), networking products (like firewalls and routers), or operating systems or any incident of a similar nature.

## **Antivirus/Anti-spam Integration**

Refers to support provided in order to solve an incident related to integrating an antivirus/antispam solution with AXIGEN, including but not limited to actions comprised in the user guide, technical notes, KB, or other documentation resources. As a result AXIGEN cannot commit to provide installation and configuration support for the antispam/antivirus product(s) or any incident of a similar nature.

## **Custom Feature Request Assessment**

Refers to situations in which customers may need and request a certain feature to be developed for their specific usage/configuration/network case. In such situations, AXIGEN will request all needed information in order to fully analyze the request and will notify the customer on the timeframe in which he will receive a relevant feedback. Based on the provided information, AXIGEN will assess the necessity of such a feature, the security aspect of the proposed concept, and the redundancy of the proposal in the existing AXIGEN development roadmap. Based on the previously described assessment AXIGEN will provide a final positive/negative feedback containing detailed explanations, estimated release date, additional recommendations, if any..

## **Monthly Service Report**

The customer will receive a monthly report containing the number of reported incidents, time of solving, short description of each incident, people involved in solving the incident, number of remaining Gold incidents. Along with this report, we are closely monitoring the level of customer satisfaction and additional considerations in order to improve the effectiveness of the operation. Further information can be provided on request. These pieces of information are particularly valuable in optimizing the customer IT operations, hardware resources and assignments given to employees.

## **Platform Implementation & Deployment**

AXIGEN team assists the customer in the implementation and deployment of the messaging platform and coordinates all related activities in order to assure a smooth process.

## **Pilot Design**

Based on customer specifications, AXIGEN will design a pilot project with the purpose of replicating the customer network operation, daily operations, volumes and requirements in a safe testing environment in order to test, correct, enhance and prove the fail-safe operation of the new AXIGEN-based network architecture.

## **Pilot Installation**

Based on customer specifications and hardware resources AXIGEN will implement the proof concept of the pilot design described above.

## **Pilot Project Report**

AXIGEN will provide the relevant pilot project feedback as a report containing complete data about the initial setup and all its subsequent modifications, and also details on the installation, configuration and the state (enabled/disabled) of all AXIGEN modules.

## **System Planning and Provisioning**

Based on customer specifications, AXIGEN will provide a long term plan of network development for the customer, in order to gradually improve the network related security needs, system reliability, IT effectiveness and TCO.

## **Operations Audit**

After finalizing the implementation of the GoLive project, AXIGEN will perform a post-install audit that covers the security, performance, and reliability of the system. Customer-specific test cases and actions will be created such as DoS attacks and intrusion actions simulation in order to ensure the system successfully faces any potential threat.

## **Technical Training**

AXIGEN will provide comprehensive training to the IT staff of the customer, regarding the installation, configuration, operation and maintenance of an implemented AXIGEN solution. The training will be provided by specialized AXIGEN personnel with relevant knowledge, backed up by specifically designed training materials and documentation.

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# Support Engineers - Qualifications

## **Technical Support Level 1 [TS1]**

TS1 refers to support provided to solve incidents that require existing internal knowledge of the AXIGEN Support team and light research on the issue. This level is ensured either by AXIGEN Support Team, in English as FIRsT Support, or by a Local Partner, in the local language.

## **Technical Support Level 2 [TS2]**

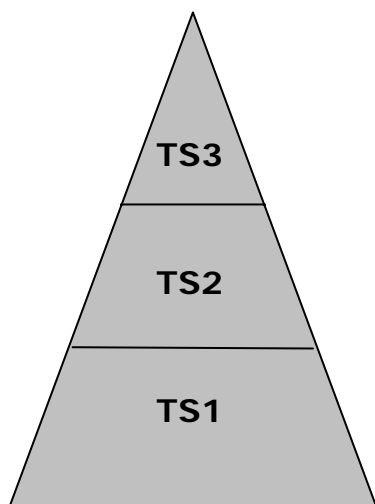
TS2 refers to support provided to solve incidents that require existing internal knowledge of the AXIGEN Support team and in depth additional research on the matter, further diagnose, problem replication, workaround identification and testing. Incidents of this level are escalated to our Beta Testing Team.

## **Technical Support Level 3 [TS3]**

TS3 refers to support provided to solve incidents that require existing internal knowledge of the AXIGEN Support team and in depth additional research on the matter, further diagnose, problem replication and development of customized utilities, patches, bug fixing including the related testing and quality assurance activities. Incidents of this level are escalated to our Development Team.

## **ESCALATING INCIDENTS**

As part of the AXIGEN Technical Support Program, incidents may be escalated from our support team to our testing team and further to our development team as follows:



**Escalation policy in  
case of an open incident**

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