

# Premium Support Services

## Commitment to Customer Satisfaction

At NetBrain, we are dedicated to delivering exceptional customer support. Our support surveys consistently show high levels of customer satisfaction, with all feedback reviewed by our Senior Leadership Team to ensure continuous improvement.

## The Strength of NetBrain Premium Support Services

The quality of a company's technical support services is just as crucial as the value of its products. NetBrain Premium Support Services eliminates the worry and hassle of keeping your automation platform running smoothly, ensuring it is available when you need it most. Our expert technical assistance is available worldwide, provided by highly skilled and experienced professionals, allowing you to focus on what matters most to your business.

## The Value of Premium Support

NetBrain Premium Support ensures your automation platform operates optimally, minimizing downtime and maximizing efficiency. Whether you are troubleshooting critical outages, analyzing network traffic, or ensuring compliance, our global team of support engineers is available 24/7 to assist you.

Premium Support is ideal for organizations requiring around-the-clock coverage, with support across multiple time zones. This service includes:

- 24x7 Support Availability including weekends and public holidays.
- Dedicated Technical Account Manager (TAM) to serve as your primary point of contact.
- Dedicated Support Hotline: +1 (978) 746-6357 for Premium Support customers.
- Direct Phone Access to TAM for personalized assistance.

## Enhanced Premium Support Offerings

We have expanded our Premium Support services to provide additional value and proactive support:

- Upgrade Assistance: Support for software upgrades to ensure seamless transitions.
- Weekend P1 Troubleshooting: Exclusive support for Severity Level 1 issues during weekends.



# Premium Support Offering

Features	Premium Support
Maximum response time for P1 issues	2 hours
Maximum response time for P2 issues	4 hours
Maximum response time for P3 issues	24–48 local business hours <sup>1</sup>
Live Technical Support Coverage	24 x 7 <sup>2</sup>
Number of Active Cases	Unlimited
Phone & Email Support	✓
Customer Support Portal Access	✓
Troubleshooting & General Assistance	✓
Software Upgrades & Patch Support	✓
License Activation & Deactivation Services	✓
Designated Technical Account Manager (TAM)	✓
Dedicated Support Phone Hotline	✓ + 1 (978) 746-6357

Support is provided in English with local language accommodated, when possible.

<sup>1</sup> Local business hours are defined as 9:00am to 5:00pm (0900 – 1700) local time for regional support teams, excluding weekends and public holidays.

<sup>2</sup> For severity Level 1 and Level 2 issues, support calls will be handled by regional support teams during local business hours and managed by the global support team outside those hours.

## Premium Support Limitations

- Does not include the development of custom Parsers, Qapps, Data View Templates (DVTs), Network Intent, Dashboards, or Reports.
- Does not include analysis or troubleshooting of performance problems as related to third-party products, hardware/virtual platform issues, or Operating System issues.
- Does not include on-site travel to perform any support functions.

## Ready to Get Started?

Your NetBrain Account Executive is ready to assist with any additional support needs.

For more information, visit our [Customer Portal](https://community.netbraintech.com/) (https://community.netbraintech.com/) or contact us directly.

## Contact Us:

+1 (781) 221-7199 | [info@netbraintech.com](mailto:info@netbraintech.com) | [www.netbraintech.com](http://www.netbraintech.com)



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