Ancero Managed Services (AMS)
Service Guide

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Service Overview

Our proactive approach to IT management enables us to provide our managed customers with greater network uptime, increased productivity and the freedom to focus on their business. Our state of the art 24x7x365 Network Operations Center (NOC) and team of technical experts are here to support our customers as their business networking needs evolve. The following chart explains the features and benefits of the three tiers of support available under the Ancero managed service program.

Services	AMS	AMS-P	AMS-C
• 24x7 Network Monitoring	✔	✔	✔
• Patch Management	✔	✔	✔
• Field Service & Project Labor Discount	✔	✔	✔
• Virtual CIO Program		✔	✔
• Vendor Management		✔	✔
• 24x7 Help Desk Support		✔	✔
• 24x7 Remote Administration		✔	✔
• 12x5 Onsite Remediation			✔

Monitoring Services

Ancero will provide ongoing monitoring and management of all covered critical devices. Ancero engineers will provide periodic reporting, as well as document all critical alerts, scans and event resolutions. Some hardware and software products do not inherently support remote monitoring. Where limitations exist in our ability to effectively monitor a particular hardware or software product, Ancero will note the limitation as part of the Client's run book documentation. The Client will be made aware of the limitations and the resulting impact on the services to be rendered hereunder. Network devices must be manageable, and they must support standard SNMP MIB II definitions. Development of custom MIB definitions will be subject to an additional fee. Ancero will endeavor to obtain Client approval prior to incurring any additional support expenses.

Patch Management

Ancero's proactive patch management solution is limited to Microsoft products, including both operating systems and application software. Patch management for all other products will be handled on a case by case basis as requested by a Client or as advised by Ancero. Most patches are applied on a weekly basis, although some patches are applied less frequently based on release date. The Ancero patch management solution is designed to address critical updates and security patches only, not version upgrades. Microsoft patches are deployed with a controlled delay in an attempt to avoid installing a patch that may be found to be defective. Patch Management is an ongoing process, not a one-time event. It is important to note that the proactive installation of service packs is not part of the patch management program. Rather, Microsoft Service Packs will be installed on a case by case basis when necessary to implement a critical system feature or functionality, or resolve a known issue with a product. Certain patches require systems to be rebooted as part of the patch process. Ancero's technical team will coordinate with the Client to ensure that system reboots are completed during an approved maintenance window. In order to avoid inconsistencies within the Microsoft Active Directory environment, Ancero will not patch any domain controllers on a Client network unless all domain controllers are included as covered devices.

Field Service & Project Labor Discount

All managed customers are provided with priority service and a discounted labor rate for any support requirements that fall outside of the program level they have selected. Discounted field service rates do not apply to sub-contractors or any third party service providers that may be engaged by Ancero. Ancero will advise the Client prior to engaging any sub-contractors or third party service providers. All project work will require Client approval and signature on both an eQuote and a statement of work. Project management services are available and will be provided as a component of the project when required.

Virtual CIO Program

Ancero's Virtual CIO program is designed to provide managed customers with experienced, top-level information technology professionals who will collaborate and communicate with key members of the Client's management team on a periodic basis. Ancero's Virtual CIO program is limited to the following high level activities:

- Strategic consulting and advice, technology road-mapping, and planning.
- Assistance with IT product and service selection and budgeting.
- Periodic reporting on key network elements, including overall health and trending.

Vendor Management

Ancero's vendor management program is designed to provide assistance with coordination of a Client's third party technology vendors. In this capacity, Ancero acts as an additional point of contact to help the Client in communicating with its critical technology partners and helping them to make important decisions that impact their network. To facilitate Ancero's efforts with this element of the managed service program, the Client may be required to obtain authorization from a third party vendor to permit Ancero to engage with the Client's technology partners. In most cases, the Client will also be required to maintain an active support agreement with the third party technology vendor. In cases where Ancero is unable to act alone, or where the involvement of the Client is essential to a fast and efficient resolution to a problem, the Client will be required to actively participate in the communication and coordination efforts with third party vendors. It is important to note that Ancero cannot assume the role of primary point of contact for any third party vendor.

Help Desk & Remote Administration

For AMS-P & AMS-C program customers, Ancero will provide help desk and/or remote hardware and software support on all covered devices. Help desk includes responding to all customer support requests and monitoring alerts for all covered devices. Remote support includes remediation of problems, as well as proactive maintenance. Help desk and remote support on hardware and software that is not covered under the managed service program will be billed separately.

Onsite Remediation

Ancero will provide onsite remediation only after it has exhausted all reasonable efforts to resolve a problem using remote support services. The onsite service will be provided at no additional charge for Clients enrolled in the AMS-C program, but only during standard service hours. Onsite services for Clients enrolled in AMS-C will be billed separately when the service falls outside of the standard service hours. All onsite services for Clients enrolled in the AMS and AMS-P programs will be billed separately. Onsite remediation for hardware or software not covered under the managed service program will also be billed separately. The following chart illustrates onsite support options by service level for covered devices:

Service Level	Standard Service Hours M-F 8:00AM – 8:00PM ET	Extended Service Hours
AMS	Billed Separately	Billed Separately
AMS-P	Billed Separately	Billed Separately
AMS-C	Included	Billed Separately

Help Desk Holidays

Statutory holidays observed by Ancero are:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

During these designated holidays Ancero may operate with a reduced staff and Clients may experience slower than normal response times.

Response & Remediation Times

Ancero provides all managed service customers with access to priority support from our help desk and engineering staff. Ancero's technical team will respond to alerts and support requests within the timeframes outlined in the following severity matrix for all calls and monitoring alerts that they receive. For Clients enrolled in the AMS-P or AMS-C program, Ancero helpdesk and engineering staff will promptly begin remediation efforts. For Clients enrolled in the AMS program, any remediation service will require Client approval and will be billed separately. An emergency onsite response time of four hours or less is provided to all managed service program Clients for critical devices.

The following matrix defines the service level objective provided by Ancero under the managed service program:

Severity Code	Severity	Initial Response Time	Escalation
P1	**Critical** – System, device or application failure, or other problems that prevent Ancero from properly monitoring covered hardware or software. The situation is causing a critical impact to the Client's business operation with wide-spread outage, or impact to a critical user or group of users, and no immediate workaround is available. The Client's workflow capabilities are severely limited or degraded.	**15 minutes from receipt of call or alert**	**1 Hour from first response**
P2	**High -** A P1 situation with a workaround such that the Client can continue to use covered hardware and software at an acceptable level. The Client's workflow capabilities may be moderately limited or degraded.	**30 minutes from receipt of call or alert**	**4 Hour from first response**
P3	**Normal -** Low impact problems and/or services which do not require immediate resolution or completion, as they do not directly affect the Client's productivity or limit hardware or software functionality. This includes routine system maintenance, patching and user general maintenance as required. The Client's workflow capabilities are not limited or degraded. P3 issues are considered non-critical and will be handled during standard business hours.	**4 hours from receipt of call or alert**	**As necessary as determined by engineering staff**

Note: Ancero's technical staff reserves the right to adjust the severity code as the situation develops and as the support requirement warrants.

Polling Intervals

Polling intervals vary based on the element being monitored. There are inherent delays between the time an event occurs and the receipt of the monitoring alert by Ancero's technical staff. These varying, short delays can impact the initial response time in relation to the time of the event that gave rise to the monitoring alert.

Response Time vs. Resolution Time

It is critical to understand that response time and resolution time are separate and distinct measurements of time. Response time is the time it takes to initially return contact to a Client and acknowledge the problem after the Ancero technical staff has received a call or a monitoring alert. Resolution time is the date and time a given problem is actually resolved. Because of the potential impact of third party vendors and the complexity of certain kinds of technical situations, Ancero cannot provide guaranteed resolution times. If a problem cannot be resolved within the escalation time frame it will be automatically escalated to a higher level resource for additional support.

A variety of factors, including many beyond Ancero's control, can impact the time needed to resolve a technical problem. In most cases, support requests will require the active participation of a Client representative who is familiar with the reported problem, and who is able to work with the assigned Ancero support technician to ensure a satisfactory resolution. Third party vendor support agreements and their associated response times can significantly impact the time needed by Ancero to resolve a technical problem. Ancero's managed service program is not intended to be a guarantee of network uptime, protection of data or to ensure compatibility with any hardware or software present in the customer's network environment.

All services provided by Ancero will be tracked and managed via Ancero's ticketing system. Ancero will not be responsible for interacting with or updating any third party ticketing system.

Client Obligations

The client agrees to maintain certain provisions during the term of the Agreement. Failure to maintain these provisions may prevent or significantly delay Ancero from delivering the services outlined in this Agreement. Required provisions are as follows:

- Client shall maintain hardware warranties and software maintenance on all covered devices, especially critical components.
- Client shall have power protection for all critical components, including Ancero's monitoring device.
- Client shall maintain current anti-virus software with an ongoing maintenance subscription on all covered server and client devices.
- Client shall maintain secured high-speed, dedicated Internet access.
- Client shall allow secured inbound access to the monitoring device from Ancero's network.
- Client shall allow Ancero to have administrator level access to all covered devices.
- Client shall notify Ancero in advance of any material changes to the customer's network that may impact a covered device or inhibit or delay Ancero's ability to render service.
- Client shall assign one or more staff members to assist and actively work with Ancero technical staff as needed to resolve problems during the provisioning of help desk and remote support services.
- Client shall agree to embrace minimum security and administrative control policies, including reasonable restrictions on permissions, establish and comply with password policies, permit the use of group policies and adhere to change control management.
- Client shall agree to implement critical upgrades and enhancements as may be required in order to maintain minimum supported standards.
- Client shall agree to permit certain configuration changes that may be required to resolve chronic technical issues for effective and efficient ongoing management of the network environment.

Client Information

Ancero will maintain a run book that contains critical information that is relevant to the support services to be rendered. The run book serves as the central authoritative source of documentation pertaining to a client's network. Maintaining the run book with accurate and detailed information is considered a joint responsibility between Ancero and the Client. Ancero will require the Client to participate in a run book audit and validation process on a periodic basis, as needed. The run book shall include, but not be limited to, carrier contact and circuit identification numbers, premise access instructions, client contact and escalation lists, client address lists, warranty information, backup and retention policies, supported line of business applications, software licensing agreements and third party vendor contact information. Failure to maintain complete and accurate information in the run book may prevent or significantly delay Ancero

from delivering the services provided by this Agreement. A delay or limitation in the delivery of service resulting from a Client's failure to timely assist Ancero in maintaining the run book will not be considered a breach of this Agreement.

Implementation of Ancero Managed Services

Ancero requires a minimum of ten (10) business days from the date of order to activate managed services. The activation process includes installation of monitoring and management hardware and software components on the Client's network, network discovery and diagrams, collection of all relevant customer vendor documentation and completion of the run book. Upon completion of the implementation process, the Client will be notified that monitoring and management services have begun and billing will commence (i.e. service has been activated). Ancero shall have no obligation to provide services until the implementation and activation process is completed in full.

Optimization of Ancero Managed Services

Upon activation of the Ancero managed service program, Ancero technical staff will optimize the environment by fine tuning configuration settings and monitoring alert thresholds. The initial optimization process and timeline will vary based upon client size and the complexity of the network environment being managed. Typically, the initial optimization process can be completed within two to four weeks. During this period of time, Ancero will notify the Client of the impact of any limitations related to monitoring or the rendering of service. During this period of time, Ancero will recommend upgrades and enhancements that may be required in order to meet minimum support standards. Ancero will continue to optimize the environment on an ongoing basis, and may from time to time make additional recommendations for upgrades and enhancements to ensure that the environment continues to meet minimum supported standards.

Client Network Environment

This Agreement contemplates that Customer's network has been installed, configured and maintained according to industry standard best practices and manufacturer recommended guidelines. It also contemplates that Customer's network is functioning properly at the time Ancero is engaged to provide managed services hereunder. Customer acknowledges that any remediation required to correct or replace outdated, misconfigured or malfunctioning hardware and software components during the provisioning of Ancero's managed services will be quoted and billed separate from the managed services fees. Ongoing upgrades or changes that Customer may request to modify the scope, capacity or functionality of Customer's network, including line of business software and third party services, will be considered project work and will be quoted and billed separately.

Standard Reporting

Ancero provides a set of standard reports on a recurring periodic basis as part of the managed service program. Requests for custom reporting will be considered on a case by case basis. If Ancero is able to accommodate the request for a customized report, the effort to provide the report will be handled separately as a fee based project.

Team Service Approach

Ancero provides support utilizing a team approach that relies on the diverse skill, abilities and experiences of its engineering staff to resolve problems in the most efficient and effective manner possible. Ancero retains the right to freely substitute engineering personnel as necessary in order to ensure that service level objectives are met. Changes in the assignment of engineering personnel will be made by Ancero in its sole discretion and will not be subject to any form of Client approval.

Included/Excluded Services (AMS-P/AMS-C only)

Services	Included	Excluded
Basic router/switch/firewall OS & firmware upgrades *	✓	
Antivirus software upgrades	✓	
Backup software upgrades	✓	
Software patches & minor release upgrades	✓	
ISP/DNS changes	✓	
New user account set up in Active Directory and Exchange	✓	
Login script, file permission and GPO configuration and changes	✓	
Hardware upgrades		✓
Software version upgrades and migrations		✓
Equipment moves, adds and changes		✓
Removal of equipment from service		✓
Network redesign and reconfiguration		✓
Line of business software adds, upgrades, changes & patching		✓
New hardware and productivity software installation and configuration		✓
Third party data recovery services		✓
Cable plant, HVAC, electrical plant and premise security		✓
Printer, copier and scanner hardware repair service		✓

* Limitations may exist based on the capability of the device. Manufacturer charges may apply. Firmware upgrades are not automatic and will be completed only as needed to resolve a problem. In most cases, firmware upgrades will require an onsite visit.

Adverse Environmental Conditions

Equipment service or repair made necessary due to unreasonable adverse environmental conditions or application and use beyond those for which the equipment was designed is expressly excluded from this Agreement and subject to additional charges. Services necessary due to adverse conditions created by acts

of God, building modifications, electrical surges/dips and HVAC failures will also be subject to additional charges over and above the service purchased with this Agreement.

Third Party Modifications

Service and repair made necessary by the alteration or modification of hardware and software covered by this Agreement other than that which is authorized or agreed to by Ancero, or an authorized Ancero service agency will be subject to additional charges. This includes, but is not exclusive to, repairs, alterations, software installations or modifications of hardware made by Client's employees or other third party vendors of the Client.

Third Party Support Fees

Ancero will engage a manufacturer or authorized third party when necessary to resolve complex or chronic issues, and all associated fees will be billed to the Client additionally. The Client will be notified prior to incurring any additional third party support expenses.

Protocol Analysis and Use of Specialized Testing Equipment

Performance engineering, baselining, trending, diagnostic testing and associated capacity planning services that require the use of protocol level analysis or specialized testing equipment is not included as part of the managed service program. All such engineering efforts are considered to be a specialized service and will be handled separately as a fee based project.

Line of Business Software Support

The support and maintenance of line of business software is limited to vendor management and basic, high level engineering services to ensure that the network environment will support the application. Ancero does not maintain application specific knowledge or expertise related to any line of business software package. If a Client should require Ancero to provide a deeper level of involvement with line of business software, additional charges may apply. In all cases, Ancero requires that line of business software must be installed and configured according to the manufacturer's minimum supported requirements. Ancero will not be responsible for providing technical support related to a line of business software product that does not conform to a manufacturer's guidelines. Where Ancero is required to assist with line of business software, the software must be covered by a manufacturer's support plan and a current version of the product documentation must be provided to Ancero. Line of business software requires a clear escalation path to the product manufacturer.

Notification of Platform Maintenance

Ancero's technical staff will provide advanced notice via e-mail prior to conducting any service impacting maintenance on monitoring hardware and software components.

Chronic Issue Remediation Policy

Chronic issues reported to the Client by Ancero that aren't permanently resolved in a reasonable time frame may result in the suspension of service on affected network elements until such time that permanent repairs are implemented.

Security Services

Log management and managed security are not included as part of the standard Ancero managed service program. These are considered to be specialized services with custom set up fees and custom monthly pricing that will be determined on a case by case basis. From time to time Ancero may conduct routine

external security scanning tests, which are solely for the benefit of Ancero and designed to ensure that Ancero maintains a proper security posture with respect to the services it provides. The Client can not rely on the results of any Ancero external security scanning tests as a means for compliance within their given industry. Ancero will request Client approval prior to conducting any external security scanning test. Ancero will share the results of external security scanning tests upon Client request.

Industry Specific Compliance

Ancero's managed service program is not intended to provide a guarantee of compliance for the requirements of a specific industry. All services related to industry specific compliance are considered to be a specialized service and will be handled separately as a fee based project.

Depot Repair Service

Depot repair service shall be considered to be an additional billable service. The Client is expected to cover the cost of shipping and transit insurance on all depot repair services provided by Ancero.

Monitoring Hardware & Software

Ancero owns all monitoring equipment and corresponding software. Monitoring equipment and associated software must be returned to Ancero within ten (10) business days of the conclusion of service. Failure to return the monitoring equipment and associated software will subject the Client to additional termination fees above and beyond those stated elsewhere in this Agreement.

Network Security Policy

Ancero recommends that all Clients embrace a security posture that includes a periodic password change policy and use of an account lock out policy whereby end users will automatically be locked out of the network after five (5) consecutive failed logon attempts. While use of these security postures cannot guarantee the prevention of a breach, they will greatly reduce the chance of such an event.

Virus & Malware Remediation Policy

Despite best efforts to protect a Client's network against viruses and malware, there are times when a system may become infected. When an infection occurs, the Ancero technical team will thoroughly review and evaluate the problem and attempt to resolve the problem by using a variety of available software tools. As a general rule, Ancero will endeavor to remediate an infection on a covered device for up to 30 minutes, provided that the device is enrolled under the AMS-P or AMS-C program and is accessible. It is important to understand that certain infections can recur despite best efforts to remediate. System infections will be deemed chronic and beyond repair if (i) the infection recurs shortly after an effort is made to remediate it, or (ii) if the infection cannot be successfully remediated within the 30 minute time limit, or (iii) the Ancero technical staff determines that the infection is likely to return despite any effort to attempt remediation. In such cases, the operating system and applications of the affected system will need to be reloaded and the system restored to its original state. Many times this is the only way to ensure that an infection will not return. The work effort to remediate an infection by restoring a system to its original state will be handled at no additional cost to the Client if (i) the affected device is enrolled under the AMS-P or AMS-C support program, and (ii) the restoration of the system can be accomplished remotely via Ancero's managed backup solution or an acceptable alternative solution with similar features and capabilities that automate the restoration process, and (iii) the system was properly protected at the time the infection occurred, and (iv) a non-corrupt data restore point is available. In all other cases, the work effort to remediate an infection and restore a system to an original state will be considered billable, and additional charges will apply.

Loss of Data and Data Recovery

The costs associated with third party recovery of any software, data, file structures, or file security from a failed storage device is not covered under the terms of this Agreement. Additionally, the cost of Ancero's efforts to assist a Client with a disaster recovery project is not covered under the terms of this Agreement. However, standard data restore from the last known good backup is covered under the terms of this Agreement.

Hardware & Software Warranty Maintenance Policy

Ancero requires Customer to maintain hardware and software warranties on all critical network components during the Term of this Agreement. Customer acknowledges that failure to maintain such warranties on critical network components may impair Ancero's ability to provide timely resolution to network outages and other service disruptions. Where manufacturer support is unavailable, Ancero will proceed with service delivery and resolution on a best effort basis.

Add-On Solutions

The following add-on solutions are considered part of the managed services program. By subscribing to one or more of the optional services listed below, Client acknowledges that the terms and conditions of this agreement govern the rendering of such add-on services, including term commitment, payment provisions and service termination policies:
- Managed Endpoint Protection
- Email Security, Continuity, Archiving & Encryption
- Data Vaulting
- Taskfire Client Ticketing System

Certain components of Ancero's add-on solutions are provided by and supported by third party service providers. Ancero cannot make any guarantees of service availability or suitability for a particular purpose. Furthermore, Ancero does not control the maintenance cycle of these offerings, but will endeavor to provide advance notification when possible. Ancero reserves the right to substitute third party providers for add-on solutions as business needs dictate. Where such substitution occurs, Ancero will endeavor to ensure consistent features, but cannot extend any feature guarantees beyond core functionality. Pricing for Ancero's add-on solutions is subject to change based on upstream pricing terms and conditions. Ancero will endeavor to provide advanced notice of any price changes as soon as the information becomes available. Upon the termination of certain add-on solutions, additional fees will apply if data retrieval and transfer is required, or if Ancero is required to render professional services related to the termination and transition of services. Some third-party service providers apply a full month billing policy that may require the Client to pay for the full cost of services through the last day of the month in which termination occurs.

Managed Endpoint Protection (Optional Add-On)

Ancero offers an optional endpoint protection solution that safeguards Microsoft Windows server, desktop and notebook computer operating systems, and business application software from virus and malware security threats. The Ancero endpoint protection solution is centrally managed from a master console that allows Ancero's technical staff to provide proactive support services. Desktop and notebook operating systems must be Windows 7 or higher. Server operating systems must be Windows 2008 or higher. Third party antivirus software will be removed from the covered devices as part of the deployment of Ancero's endpoint protection solution.

Email Security, Continuity, Archiving & Encryption (Optional Add-On)

Ancero offers an optional email security, continuity, archiving and encryption solution that protects critical email environments. This cloud based solution is a secure and scalable offering that includes a component for the filtering of spam and email based malware. Activation of the email security component requires DNS and firewall changes to be made. Ancero requires access to the authoritative DNS provider in order to make the required DNS changes. The email security service includes a quarantine where flagged messages can be remotely viewed, released or deleted via a web based console or a smartphone app. Daily spam quarantine reporting is included as part of the service, provided that there is activity to report upon. In the event that a Client's email system or Internet connection should fail, the continuity component of this service will spool inbound email for the Client's included domain(s) for a period of up to 58 days. There is no limit to the number of domains that can be supported via this offering. Spooled inbound email is available via the continuity console, where new outbound email can also be drafted and sent. Once the primary email service is restored, the spooled incoming and outbound email will be released from the continuity spool to the primary email system. The archiving component of this solution captures a copy of inbound and outbound email as of the date that the archiving solution is activated. An option to capture historical data from the Client's email system from before the service activation date is available for an additional charge. Retention policies of up to 99 years can be applied to the archiving solution. Recovery of data from the archive may be facilitated via electronic download or via a copy and ship process. The copy and ship recovery process is subject to additional charges and the delivery timeline will be impacted by the volume of data being recovered. The encryption component of this service provides a cloud-based, policy-driven e-mail security solution that transparently scans and encrypts e-mail messages according to customizable privacy policies.

Data Vaulting (Optional Add-On)

Ancero offers a cloud based data storage solution designed to protect critical Client data. Offsite data vaulting is sold in 25GB increments of uncompressed data. The size of the largest backup set of each backup job that was available for restore during a given billing period will determine the billable amount for that billing period. Recovery of data may be facilitated via electronic download or via a copy and ship process. The copy and ship recovery process is subject to additional charges and the delivery timeline will be impacted by the volume of data being recovered. Ancero utilizes a mobile data vault to capture the initial data backup. Initial and ongoing selection of the critical data set to be vaulted is a joint responsibility between Ancero and the Client. Ancero relies on the Client to identify data that is deemed to be critical.

Taskfire Client Service Desk and Ticketing System (Optional Add-On)

Ancero offers a Client ticketing system called Taskfire. Taskfire is a co-managed service desk platform that provides a secure, private, interactive service desk for use by the Client's IT staff. Taskfire is tethered to Ancero's service desk and ticketing system. Client's can create, manage and resolve tickets internally, or route specific tickets for escalation to Ancero. Escalation can be done manually or in an automated fashion. As a condition to offering this service, it is expected that the Client will self-manage the creation, management and resolution of tickets within Taskfire, and will only escalate to Ancero those tickets which require Ancero's direct involvement and are related to covered devices under the managed service program. Ancero reserves the right to suspend Taskfire service for violation of this acceptable use policy.

Contact Information

Help Desk

There are two convenient ways to contact Ancero when you need technical support:

1. By Telephone: (856) 210-5800 (Option 1)

To submit a request for technical support by phone, please call the number listed above any time of day or night. Our emergency support procedures include a built-in escalation plan to ensure that your support request is handled as soon as possible.

2. By Email: support@ancero.com

To submit a request for support via e-mail, please send your request to the support e-mail address listed above. The use of e-mail for technical support should be limited to non-emergency service requests only. For immediate, emergency service please call the Help Desk.

Escalation Process

As a standard practice, our engineering team will first attempt to resolve all requests for service through the use of Help Desk and available Remote Support technologies. If our staff is unable to resolve the problem working remotely, then an engineer will be dispatched to your site for Field Service support. Built-in escalation procedures ensure that all problems are resolved as quickly and efficiently as possible.

What You Should Do Before Contacting the Help Desk

When you call or send a message, please ensure that you have detailed and complete information:
- Your name & location and where & how to contact you in case of a problem
- A description of the problem and its severity, including any error messages
- What your computer was processing at the time the problem occurred
- The applications and versions you're working with
- Any changes made recently
- In case of a request or question, description of request or question and relevant details