XONA

Global Customer Support Program

Now more than ever, organizations like yours must have the ability to access critical operational technology remotely and securely—anytime, anywhere, and from any device. XONA™ is the trusted partner that industry-leading organizations worldwide turn to for Zero Trust OT control and intelligent analytics for their critical operational technology. XONA provides a trusted user access solution for a changing world.

At XONA, we back up our world-class technology with a Global Customer Support Program designed to help your organization optimize its operational outcomes. Our customer support offerings are as reliable and trustworthy as our Critical System Gateway solution. Whether via the 24x7 Online Support Portal, email communications or phone calls with product support experts, or dedicated service from a Technical Support Manager, XONA is ready to address your specific support needs with accuracy, expertise, timeliness, and professionalism.

KEY BENEFITS

Flexibility

Get the support you need, when you need it, in the manner that works best for you. Connect with an actual human or find a host of helpful documents and resources in our online Customer Support Portal.

Uptime

Ensure maximum uptime for your XONA secure remote access solution by getting the answers you need to your technical questions and issues and with prompt and secure software updates and upgrades.

Value

Optimize the value of your XONA solution through information and expertise to keep your Critical systems operating at peak performance.

STANDARD AND PREMIUM SUPPORT OFFERINGS

We've designed our customer support packages to align with your environment's complexity and criticality and provide the essential services you need to achieve your business goals with XONA.

Standard Support & Maintenance is everything you need to keep your XONA remote access solution current with all available software updates and upgrades, and to talk and/or email with skilled and knowledgeable customer support experts. You get 24x7 access to our full slate of resources through the Online Support Portal, where you'll find the latest and greatest technical content, training and curriculum, knowledgebase articles, and our case management system.

Premium Support & Maintenance is everything included in the Standard package, plus telephone access to our customer support professionals 24x7x365—so you'll never be out of touch with XONA experts when you need help. Add to this an Advanced Hardware Replacement program where XONA will rush ship a new gateway device at no additional cost to your location in the event

XONA AS A SERVICE

An add-on to either the Standard Support & Maintenance or the Premium Support & Maintenance package is an option for XONA to provide a dedicated Technical Support Manager to your organization. This person will be familiar with your specific environment, configurations, and requirements for XONA remote access capabilities.

Features	Standard Support	Premium Support
Online Support Portal Access (Includes full access to Quick Start Guides, Product Manu- als, Software Releases and Updates, Training & Curriculums, Knowledge Base Articles, and Case Management)	Yes	YES
Email Support	Yes	YES
Phone Support	**10x5 Support Availability**† **(Monday–Friday, Local Time)**	**24 x 7 x 365**
Advanced Hardware Replacement	No	YES
Software Updates and Upgrades	Yey	Yes
XONA as a Service (Includes a dedicated Technical Support Manager familiar with your environment, configurations, and requirements)	Optional	Optional

† Monday–Friday, 8am–6pm, Local Time

SEVERITY LEVEL & RESPONSE TIMES

Your support case is prioritized based on the impact of the issue on your business and the level of support package you maintain. Priority may be upgraded or downgraded based on the results of our troubleshooting. You may also request escalation of an issue to increase its visibility and to highlight the need for faster resolution due to the impact on your business.

Features	Standard Support	Description	Premium Support
⚠️ **Security Level 1: Critical**	The Product is non-functional or critical features or components are unusable.	Response within 4 hours† Business Hours & Days only	Response within 2 hours 24 x 7 x 365
⚠️ **Security Level 2: High**	The Product is functional but one or more key features or components are not operating as documented.	Within 8 Business Hours†	Response within 4 hours 24 x 7 x 365
⚠️ **Security Level 3: Medium**	Minor components are not operating as documented.	Within 1 Business Day†	Response within 8 hours 24 x 7 x 365
⚠️ **Security Level 4: Low**	General question/ Installation Assistance	Within 2 Business Days†	Response within 24 hours 24 x 7 x 365

† **Monday–Friday, 8am–6pm, Local Time**

ONLINE SUPPORT PORTAL

While **XONA** has technical experts standing by to help you when necessary, sometimes the help you really need is just a few clicks away in our Online Support Portal. You'll find it well stocked with all sorts of useful documents, articles, frequently asked questions, and training materials. Use the portal to gain access to our case management system, where you can create or update a trouble ticket, provide us with additional information, and check the status of your case.

- Case Management: Creation, updates, file attachments, and statuses
- Product Manuals & Quick Start Guides
- Software Releases and Updates
- Knowledge Base Articles & FAQs
- Training & Curriculums

CONTACTING CUSTOMER SUPPORT

Click, call, or send us an email. Get the support you need in the manner that suites you best, whether its self-help or working with a skilled **XONA** support professional.

Support Portal
xona.zendesk.com

Email
support@xonasystems.com

Phone
1-866-849-6629

> "We get a lot of value from our XONA support package. Whether we've had questions about how something works or actual issues about something not working the way we expected, we've gotten quick answers from both the people and the portal available to us."
>
> **-XONA Customer**

ABOUT XONA

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XONA enables frictionless user access that's purpose-built for operational technology (OT) and other critical infrastructure systems. Technology agnostic and configured in minutes, XONA's proprietary protocol isolation and zero-trust architecture immediately eliminates common attack vectors, while giving authorized users seamless and secure control of operational technology from any location or device. With integrated MFA, user-to-asset access controls, user session analytics, and automatic video recording, XONA is the single, secure portal that connects the cyber-physical world and enables critical operations to happen from anywhere with total confidence and trust. Learn more by visiting www.xonasystems.com