

# Maintenance, Support & Professional Services Programs

**Lumeta Support Contacts:**

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Product support is a critical success factor in the deployment of Lumeta’s network situational awareness solutions. Lumeta offers a comprehensive set of product support options to our clients including:

- **Maintenance and Support Program**
  - o General Information
  - o Software Maintenance
  - o Monthly Security Update Program
  - o Hardware Maintenance
  - o Technical Support
- **Professional Services including:**
  - o Training & Certification
  - o Network Assessments

## General Information<sup>1</sup>

Standard Maintenance & Support service is included with all subscription software license pricing. Premium Maintenance and Support is available at extra charge. See comparison matrix below for details:

	Premium	Standard
Email support	Yes	Yes
Telephone support	24x7x365 Priority support # & queue	8x5 US business hours
Remote monitoring	Yes (with customer consent)	No
Price	+10% of subscription list	Included in subscription
Security Updates	Includes 4 per year. Monthly option available (+5% of list price)	At cumulative dot releases, best efforts basis ~2 per year minimum

Additional licenses or products added to a client’s solution deployment during the subscription period must also be added to any existing support contract, if applicable, and will incur additional costs (e.g., purchase of additional software licenses). When additional licenses or products are added, the additional Maintenance & Support pricing will be pro-rated to cover only the remainder of the subscription period.

This program extends only to uses for which the Lumeta product was designed.

## Software Maintenance<sup>2</sup>

This service provides clients with access to Software Updates (bug fixes, enhancements, modifications) and Software Upgrades. New feature software upgrades are generally provided twice per year. Clients should note that not all new features will be provided free of charge; access to certain new features may require additional software licensing fees. Software Maintenance will always be available on the current release, plus two previous releases. It is the client’s responsibility to stay current with all updates and upgrades to ensure continued coverage.

## Monthly Security Update Program

This service provides clients with access to monthly security-related updates. To ensure that vulnerabilities are remediated in a timely manner, Lumeta performs vulnerability assessment scans on a monthly basis, makes uptick revisions and/or configuration changes to address critical and high severity CVEs, performs regression testing on the product, and issues patches or software releases to address the identified vulnerabilities. This program is only available to Premium Maintenance and Support customers.

## Hardware Maintenance<sup>3</sup>

If any Lumeta hardware product is defective in materials or workmanship or fails in normal service, this program offers a four (4) business day replacement policy. (For delivery outside the U.S., the replaced hardware will be shipped within one business day of issuance of an RMA number, noted below.) Lumeta may, at its sole discretion, use new or refurbished hardware of equal or greater value when replacing hardware.

Client shall return the defective unit to Lumeta within ten (10) business days. If the defective unit is not returned within ten (10) business days, the client agrees to pay Lumeta for the replacement unit upon receipt of invoice.

Prior to returning any malfunctioning hardware, a client must first obtain a Return Merchandise Authorization (RMA) number. Procedures on how to receive an RMA number are located on the Lumeta Support portal.

## Technical Support<sup>4</sup>

Maintenance & Support provides clients with access to the Lumeta Support team via telephone and email:

- Standard Support
  - Hours of Operation: 8am – 8pm EST/EDT; Monday through Friday (excluding holidays recognized by Lumeta)
  - 4 business hours response time for Severity 1 and 2 issues
- Premium Support
  - Hours of Operation: 24 hours per day; 7 days per week
  - Out of standard hours inbound call received via telephone will be responded to in less than 4 hours. (Out of standard hours inbound emails will be responded to within 4 business hours.)

Support includes answering general questions, providing a reasonable level of guidance on the installation process and use of the product, and responding to reports of errors in the product. Support does not include activities delivered as a professional service, such as product training or analysis of client data. In the event that the product fails to operate substantially as described in the then-current Lumeta user documentation for such product, client shall report the problem to Lumeta. Support will include actions to verify the existence of a problem and to determine conditions under which such problem may re-occur.

Lumeta will provide clients access to the Lumeta Support portal, which will contain, at minimum, web-based product documentation.

## Service Level Commitments

Severity	Initial Response Time		Fix/Workaround Service-Level Agreement	
	Standard	Premium	Standard	Premium
1 – initiated via email or phone	Within 4 business hours	< 4 hours (initiated via phone)  < 4 business hours (initiated via email)	Best efforts	If not resolved within 3 business days assign to Development Engineer
2 – initiated via email or phone	Within 4 business hours	< 4 hours (initiated via phone)  < 4 business hours (initiated via email)	Best efforts	If not resolved within 5 business days assign to Development Engineer
3 – initiated via email or phone	As promptly as possible	4 business hours	Best efforts	Best efforts

- Severity 1 Errors are those that render the Lumeta equipment / software completely inoperative. Examples might be complete hardware failures or an unrecoverable software error. There is no workaround.
- Severity 2 Errors are those that substantially degrade product operation. The system can't scan or generate reports at all. There might be an inconvenient workaround.
- Severity 3 Errors are those that cause a minor impact to the client's use of the product. They might be minor numeric discrepancies; they should easily be worked around.

## Professional Services<sup>5</sup>

Lumeta recognizes that clients may require additional product support on occasion. Lumeta Professional Services are provided to assure the highest level of service to our community of users. Lumeta provides a complete range of professional services – including processes, best practices, tools and training – to help clients maximize return on investment in the Lumeta technology. Professional services are delivered by our proven security and network management experts. Lumeta consultants bring unique knowledge to each engagement, gleaned from our experience working with some of the world's largest, most complex networks. Clients are required to purchase professional services in advance from a price list in effect at the time of purchase.

## Training & Certification

Customizable training and certification courses are available to ensure client staff can efficiently develop and manage a network situational awareness program, as well as operate the Lumeta suite of products.

## Network Assessments

We provide professional services packages that make it easy to select the right network assessment services for your deployment. Contact your Lumeta sales representative for details.

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1 Lumeta provides no Maintenance & Support for hardware or software that has operational impairment (or is not functioning) due to the result of accident, act of God, misuse or abuse, modification of the hardware or software by a party other than Lumeta, or failure of any telecommunications equipment or network connection or interfaces.

2 Lumeta reserves the right to decline access to software support, updates and upgrades for non-compliance with program policies and procedures, client non-payment or other account issues at Lumeta's discretion.

3 Lumeta provides no warranty for any hardware that exhibits physical damage or that falls under any of the following exclusions: platform damaged during installation or removal (such as broken connectors and broken covers); platform damaged during system integration; platform damaged by modification or repair; acts of God; platform that has been the subject of abuse, unreasonable use or mistreatment; platform damaged by environmental conditions (such as corrosion or staining); platform that has been defaced (such as label alternations, serial number missing, serial number no longer discernible, serial number invalid) or the hardware is determined to be stolen or scrapped.

4 It is the client's responsibility to have made every attempt to isolate the technical problem to the Lumeta solution prior to contacting our Support center. If a technical problem is determined not to have been the result of a Lumeta product, Lumeta reserves the right to assess the client an hourly technical support fee.

5 Support & Maintenance does not include any educational services or professional services. Training and Professional Services may be purchased separately at the then-current rates.

## Notice

Our policy regarding customer troubleshooting information received via the Lumeta SFTP server is as follows:

- When data is received on the Lumeta SFTP server, the Lumeta Support team moves it immediately onto local encrypted storage not exposed to Internet access and deletes the data from the SFTP server.
- Access to the locally stored data on encrypted storage is limited to Lumeta engineers involved in resolving the reported issue.
- When the case has been resolved, the stored troubleshooting data is permanently deleted.