

# HiveCare Customer Escalation Process



HiveCare™ Customer Escalations are generally for one of two reasons: product performance and/or service delivery does not meet expectations. Aerohive takes responding to these escalations very seriously, and in alignment with our corporate mandate of “Customer First” escalations command the attention and follow up of our teams from the Technical Support engineer to our executives. You can initiate an escalation by requesting a move to the next tier or asking to speak to Support Management.

## Severity Definitions and Performance Standards

Severity	Definition	Time for Response A	Update B
1 Critical	Service is down, or unavailable. Business operations have been severely disrupted. No workaround available	1 hour	As Agreed
2 High	Major functionality is impacted or significant performance degradation is experienced. No reasonable workaround is available.	2 Hours	As Agreed
3 Medium	Minimal impact to business operations. Short-term workaround is available, but not scalable.	1 Business Day	Weekly
4 Low	General usage questions- No impact on business operations	2 Business Days	N/A

Normal business hours are Monday - Friday 6:00 A.M. - 6:00 P.M. Pacific Standard Time

### Severity 1 Case

If the customer is willing to commit resources to resolve the problem on a 24x7 basis, Aerohive will commit the same resources to work on an around-the-clock basis until a solution or workaround to the Severity 1 problem is found. Such corrections or workarounds may take the form of an upgrade, downgrade, maintenance or patch release, configuration changes, correction of documentation error, product replacement or other such remedial measures as Aerohive may determine to be appropriate. Severity 1 cases will be downgraded to Severity 2 upon the delivery of a work-around or if the customer decides that around-the-clock efforts are not required.

### Severity 2 Case

Aerohive will commit resources to formulate a solution or workaround to Severity 2 problems during Aerohive's normal business hours and in accordance with its existing release schedule. Such corrections or workarounds may take the form of an upgrade, downgrade, maintenance or patch release, configuration changes, correction of documentation error, product replacement or other such remedial measures as Aerohive may determine to be appropriate.

### Severity 3 Case

Aerohive will commit to provide solutions or workarounds to Severity 3 problems during Aerohive's normal business hours and in accordance with its existing release schedule. Such corrections or workarounds may take the form of an upgrade, downgrade, maintenance or patch release, configuration changes, correction of documentation error, product replacement or other such remedial measures as Aerohive may determine to be appropriate.

### Severity 4 Case

Aerohive will provide resources during normal business hours to provide answer questions, or provide information.

### Notes

A - Initial Response - Time of the initial response.

B - Schedule and resolution plan provided