



Technical Support

Overview

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Disclaimer

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1 AXIAD TECHNICAL SUPPORT OFFERING

Axiad Support is provided on an 8x5 (standard) and 24x7 (premium) basis:

Standard is defined as 8am - 5pm local time for North America* or 8am - 5pm (0800-1700) PT for outside North America. Standard Business Hours do not include weekends or Axiad public holidays.

*North America time zone covers 5am-5pm PT.

Premium is defined as 24 hours a day, available 365 days a year. 24x7 is provided under certain conditions explained in this document.

Table 1: Axiad company holidays 2023

Date	Holiday
Monday Jan. 2	New Year's Day
Monday Feb. 20	Presidents Day
Friday Apr. 7	Good Friday
Monday May. 29	Memorial Day
Monday Jun. 19	Juneteenth
Tuesday Jul. 4	Independence Day
Monday Sep. 4	Labor Day
Thursday Nov. 23	Thanksgiving Day
Friday Nov. 24	Day After Thanksgiving
Monday Dec. 25	Christmas Day
Tuesday Dec. 26	Day After Christmas
Friday Dec. 29	New Years Eve

2 AXIAD CLOUD

2.1 TECHNICAL SUPPORT LEVELS

1. **Level-1 Technical Support** is for basic end-user questions that can generally be answered by referring to the product documentation or by general knowledge of the technologies involved. Level-1 Technical Support is provided by a customer's internal help desk service.
2. **Level-2 Technical Support** is involved when no solution could be found through Level-1 Technical Support. It includes further analysis of the problem by the Customer's Identity Access and Management team.
3. **Level-3 Technical Support** is involved when Level-1 and Level-2 Technical Support efforts do not conclude in resolving the issue and opening a ticket with Axiad Support Team is required. Axiad will analyze the provided data, attempt to reproduce the issue in Axiad lab. If required, the problem will be escalated to Axiad CloudOps or DevOps Teams. Support team will provide timely status communications throughout the resolution process. Level-3 Technical Support also includes the creation of hotfixes when determined necessary by Axiad. Level-3 Technical Support can be also be used to perform some maintenance, such as service account password change, certificate format change, operator permission changes, VPN configuration update, etc.

2.2 WHAT IS COVERED

Technical support for Axiad Cloud starts on the first day of the period of performance as laid out in the Axiad invoice to the customer or the contract between the customer and Axiad.

Level-3 Technical Support covers the following:

- ✓ Axiad Cloud Portals are not accessible while network connectivity appears to be functional.
- ✓ An Axiad portal displays an unexpected or an undocumented error.
- ✓ The enrollment of a supported device fails.
- ✓ The product presents security flaws.
- ✓ The product stops working (i.e. crashes or freezes) during normal operation.
- ✓ The product does not behave as described in the official product documentation.
- ✓ The documentation is incorrect and does not allow proper configuration or operation of the product.
- ✓ An authentication attempt fails with an unexpected error in the audit logs.
- ✓ Maintenance operations, such as service account password change, certificate format change, operator permission changes, VPN configuration update, etc.

- ✓ New feature requests: customers are welcome to describe the functionality they would like to be added to the product(s) to Axiad Technical Support. Axiad Technical Support will work with the product's manager on the product roadmap to potentially satisfy the desired functionality.

In the situations described above, a Technical Support engineer will be assigned to the support request created by the end customer.

Level-3 Technical Support does not cover the following situations*:

- ✓ Production problems due to internal network or environmental changes.
- ✓ Configurational recommendations.
- ✓ Product misconfiguration due to lack of training, inexperience or misinterpretation of product documentation.
- ✓ Errors coming from third party products.
- ✓ Configuration of third-party products.
- ✓ The product is used with unsupported components or devices.

2.3 HOW TO OPEN A TICKET

You can open a ticket via any of the following methods:

2.3.1 Axiad Cloud Support portal

The process to open a ticket is described in the document Axiad Cloud Support portal guide [Ref1], provided as a part of the initial project implementation.

2.3.2 Email

Contact support@axiad.com. To facilitate the processing of your incident, please follow these guidelines:

2.3.2.1 Subject line

Customer name | Severity: [Urgent/High/Medium/Low] | Axiad Cloud | Brief description of the problem or question

① See section [2.5 Service Level Agreement](#) for definitions on severity levels.

△ Urgent severity is reserved for incidents causing an outage in production.

△ For the SLA to apply, you must indicate the severity in the subject of the email. If the information is not provided, the severity will be considered medium by default.

* Technical Support may not apply to situations not specifically listed in this document.

△ For issues occurring in DEV/TEST environments, the severity level can only be set to Low or Medium. For any higher escalation, the issue can be reviewed on a case by case basis to determine the severity.

2.3.2.2 Content

Please include:

- ✓ Detailed Description of Problem
- ✓ Screenshot of the issue (if possible)
- ✓ Steps to reproduce the issue (if possible)
- ✓ Exact date/time when the issue happened and user information (when available)
- ✓ If the issue is isolated or impacts several users

① This will generate a ticket number with the following format [##<number>##] This ticket number needs to be included in the subject line of all subsequent communications.

2.3.3 Phone

Our Technical Support can be reached by phone during business hours:

Table 2: Axiad support phone numbers

Country	Contact Info
Canada	+1 (416) 665-9237
United States	+1 (408) 320-8822

An automated voice mail system is used outside of business hours. If a voicemail is left by the customer, Technical Support Engineer will review the message during the next business hours window.

△ In the event an Axiad software customer is experiencing a system outage, an email must be sent to support@axiad.com with URGENT in the subject line in order for the automated system to contact the Technical Support Engineers on duty.

2.4 24x7 COVERAGE

Axiad Cloud customers have access to the following benefits:

- ✓ 24x7 coverage for Urgent issues and Outages

- ✓ 24x7 escalation to Axiad CloudOps or DevOps Teams if the issue cannot be resolved by Axiad Support Personnel

To benefit from 24x7 Coverage the following conditions apply:

1. Customer must provide a list of authorized contacts from which a support request can be opened after hours. This will include, first name, last name, company name, phone number, and email address. If no contact information is provided, the contact provided during the purchase will be used. If a request is opened from a contact that is not in the list, standard 8x5 Technical Support will apply. Customer can update the list of authorized email addresses at any time by contacting Axiad Technical Support.
2. The subject of the email sent to Axiad Technical Support must contain the word "Urgent" to trigger the appropriate escalation.

△ 24x7 coverage is provided only by email. An automated system will contact the Technical Support Engineers on duty and will be escalated as needed.

2.5 SERVICE LEVEL AGREEMENT

The following table describes the SLAs for the various levels of severity. The severity level is considered medium if not indicated by end customer. It can be adjusted as required and in agreement with Axiad.

Table 3: Axiad Cloud Support SLA

Severity Level	Description	Initial Response Time	Status Updates
1 - Urgent	Production system is down or is severely impacted	Within 60 minutes	As agreed with customer
2 - High	Product can be used but an important function is not available	Within 240 minutes	2 business days
3 - Medium	Product can be used but some moderate impact or functional restrictions	Within 1 business day	4 business days
4 - Low	Minor non-significant problem, request for enhancement, or documentation issue	Within 2 business days	10 business days

△ For issues occurring in DEV/TEST environments, the severity level can only be set to Low or Medium. For any higher escalation, issue can be reviewed on a case by case basis to determine the severity.

△ SLA times are put on hold when waiting for information from the customer.

△ Restoration or Resolution Target refer to Axiad Cloud SLA document.pdf

3 AXIAD SOFTWARE

Axiad Software are components installed on the customer's machines, such as Axiad ID Mobile app, Browser Extensions, Credential providers, UCMS and Authentication Adapter.

3.1 TECHNICAL SUPPORT LEVELS

1. **Level-1 Technical Support** is for basic end-user questions that can generally be answered by referring to the product documentation or by general knowledge of the technologies involved. Level-1 Technical Support is provided by a customer's internal help desk service.
2. **Level-2 Technical Support** is involved when no solution could be found through Level-1 Technical Support. It includes further analysis of the problem by the Customer End Point and Server teams.
3. **Level-3 Technical Support** is involved when Level-1 and Level-2 Technical Support efforts do not conclude in resolving the issue and opening a ticket with Axiad Support Team is required. Axiad will analyze the provided data, attempt to reproduce the issue in Axiad lab. If required, the problem will be escalated to Axiad engineering Team. Support team will provide timely status communications throughout the resolution process. Level-3 Technical Support also includes the creation of hotfixes when determined necessary by Axiad

3.2 WHAT IS COVERED

Axiad Technical Support is available as soon as a product has been purchased with a valid support and maintenance contract.

Level-3 Technical Support covers the following situations in a supported environment[†]:

- ✓ Software cannot be installed
- ✓ Software does not start/launch.
- ✓ Software displays an unexpected or an undocumented error.
- ✓ The enrollment of a supported device fails.

[†] Refer to the official product documentation to determine how a supported environment is defined for that specific product.

- ✓ Software presents security flaws.
- ✓ Software stops working (i.e. crashes or freezes) during normal operation.
- ✓ Software does not behave as described in the official product documentation.
- ✓ The documentation is incorrect and does not allow proper configuration or operation of the product.
- ✓ New feature requests: customers are welcome to describe the functionality they would like to be added to the product(s) to Axiad Technical Support. Axiad Technical Support will work with the product's manager on the product roadmap to potentially satisfy the desired functionality.

In the situations described above, a Technical Support engineer will be assigned to the support request created by the end customer.

Level-3 Technical Support does not cover the following situations‡:

- ✓ Production problems due to internal network or environmental changes
- ✓ Installation/deployment or upgrades
- ✓ Migrations (moving existing software to a new hardware platform)
- ✓ Software misconfiguration due to lack of training, inexperience or misinterpretation of product documentation.
- ✓ Custom migration assistance, such as moving a system from one machine to another or migrating data from one database to another.
- ✓ Undocumented upgrade procedures.
- ✓ Errors coming from third party products.
- ✓ Configuration of third-party products.
- ✓ Software is no longer supported by Axiad (end-of-life).
- ✓ Configuration recommendations.
- ✓ Software is used with unsupported components or devices.

3.3 HOW TO OPEN A TICKET

A ticket can be opened via either of the two methods below.

3.3.1 Email

Contact support@axiad.com. To facilitate the processing of your incident, please follow these guidelines:

‡ Technical Support may not apply to situations not specifically listed in this document.

3.3.1.1 Subject line

Customer Name | Severity [Urgent/High/Medium/Low] | Product and Version | Brief Description of the problem or question

① See section [3.6 Service Level Agreement](#) for definitions on severity levels.

- △ Urgent severity is reserved for incidents causing an outage in production.
- △ For SLA to apply, you must indicate the severity in the subject of the email. If the information is not provided, the severity will be considered medium by default.
- △ For issues occurring in DEV/TEST environments, the severity level can only be set to Low or Medium. For any higher escalation, issue can be reviewed on a case by case basis to determine the severity.

3.3.1.2 Content

- ✓ Product: Provide the complete official name of the software
- ✓ Product Version and Installed Hotfixes: the version of the software is usually provided in the 'About' dialog. If you are unsure how to retrieve this information, please contact Axiad Technical Support
- ✓ Detailed description of the issue
- ✓ Screenshot of the issue (if possible)
- ✓ Steps to reproduce the issue
- ✓ Exact date/time when the issue happened and user information (if applicable)
- ✓ Whether the issue is isolated or impacts several users

This will generate a ticket number with the following format: [##<number>##]

① This ticket number needs to be included in the subject line of all subsequent communications.

- △ If customer has any restrictions on how ticket needs to be managed, such as logs can be reviewed by Green Card holder and /or by US citizen, it has to be stated in the body of the email. If no information is provided, the ticket may be managed by any Axiad personnel.
- △ Do Not attach Log files in your initial request. If logs are available, please request Technical Support Engineer to create a token for the secure data transfer.

3.3.2 Phone

Our Technical Support can be reached by phone during business hours:

Table 4: Axiad support phone numbers

Country	Contact Info
Canada	+1 (416) 665-9237
United States	+1 (408) 320-8822

An automated voice mail system is used outside of business hours. If a voicemail is left by the customer, Technical Support Engineer will review the message during the next business hours window.

△ In the event an Axiad Cloud customer is experiencing a system outage, an email must be sent to support@axiad.com with URGENT in the subject line in order for the automated system to contact the Technical Support Engineers on duty.

3.4 LOG FILES AND OTHER CUSTOMER INFORMATION

In the event logs files or other data regarding the product(s) is needed, Axiad will supply a secure method to exchange this information as discussed with the customer. In the event the ticket is resolved, the data provided shall be destroyed within 48 hours of resolution unless stated otherwise. Log files may be provided directly to the product vendor depending on the ticket.

Customers' log files, configuration files, and other data that are marked as confidential are required by Axiad be stored in the Encrypted location. See Axiad Data Protection Policy.

Customers are responsible for providing clean information (non-Personal Information) to Axiad when requested. Personal information means information, recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information.

If a customer sends Axiad files that contain personal data or other information that Axiad should not have, the customers should immediately be notified, and the files should immediately be deleted according to the secure deletion procedure defined in Axiad Data Protection Policy.

3.5 PREMIUM SUPPORT

With Premium Support, Axiad Software customers will have access to the following benefits:

- ✓ 24x7 coverage for Urgent issues and Outages
- ✓ 24x7 escalation to Axiad Engineering team if the issue cannot be resolved by Axiad Support Personnel

To benefit from Premium Support the following conditions apply:

1. Axiad Software Customer must have purchased Premium Technical Support from Axiad. You can check your level of support at any time by contacting Axiad Technical Support.
2. Axiad Software Customer must provide a list of authorized contacts from which a support request can be opened after hours. This will include, first name, last name, company name, phone number, and email address. If no contact information is provided, the contact provided during the purchase will be used. If a request is opened from a contact that is not in the list, standard 8x5 Technical Support will apply. Customer can update the list of authorized email addresses at any time by contacting Axiad Technical Support.
3. The subject of the email sent to Axiad Technical Support must contain the word "Urgent" to trigger the appropriate escalation.

△ Premium support is provided only by email. An automated system will contact the Technical Support Engineers on duty and will be escalated as needed.

3.6 SERVICE LEVEL AGREEMENT

The following table describes the SLAs for the various levels of severity. The severity level is considered medium if not indicated by the reseller or end customer. It can be adjusted as required and in agreement with Axiad.

Table 5: Axiad software support SLA

Severity Level	Description	Initial Response Time	Status Updates
1 - Urgent	Production system is down or is severely impacted	Within 60 minutes	As agreed with customer
2 - High	Product can be used but an important function is not available	Within 240 minutes	2 business days
3 - Medium	Product can be used but some moderate impact or functional restrictions	Within 1 business day	4 business days
4 - Low	Minor non-significant problem, request for enhancement, or documentation issue	Within 2 business days	10 business days

- △ For issues occurring in DEV/TEST environments, the severity level can only be set to Low or Medium. For any higher escalation, issue can be reviewed on a case by case basis to determine the severity
- △ SLA times are put on hold when waiting for information from the customer, ie. log files.

3.7 HOW TO OBTAIN SOFTWARE, HOTFIXES AND UPDATES

Customers will need to contact Axiad Technical Support department to obtain the latest software, hotfixes and updates.

4 THIRD PARTY PRODUCTS

Third party products (software and hardware) are sold by Axiad and developed by third party vendors.

4.1 TECHNICAL SUPPORT LEVELS

1. **Level-1 Technical Support** is for basic end-user questions that can generally be answered by referring to the product documentation or by general knowledge of the technologies involved. Level-1 Technical Support is provided by a customer's internal help desk service or, in some cases, by the reseller.
2. **Level-2 Technical Support** is involved when no solution could be found through Level-1 Technical Support. It includes further analysis of the problem by the Customer Information Technology team.
3. **Level-3 Technical Support** is involved when Level-1 and Level-2 Technical Support efforts do not conclude in resolving the issue and opening a ticket with Axiad Support Team is required. Axiad will analyze the provided data, attempt to reproduce the issue in Axiad lab. If required, the problem will be escalated to the Third-Party Vendor. Support team will provide timely status communications throughout the resolution process. Level-3 Technical Support also includes the creation of hotfixes when determined necessary by the Third-Party Vendor.

4.2 WHAT IS COVERED

Axiad Technical Support is available as soon as a product has been purchased with a valid support and maintenance contract.

Level-3 Technical Support covers the following situations in a supported environment[§]:

- ✓ The product cannot be installed.
- ✓ The product does not start/launch.
- ✓ The product presents security flaws.
- ✓ The product stops working (i.e. crashes or freezes) during normal operation.
- ✓ The product does not behave as described in the official product documentation.
- ✓ The documentation is incorrect and does not allow proper configuration of the product.
- ✓ A hardware failure that is not attributable to misuse.

[§] Refer to the official product documentation to determine how a supported environment is defined for that specific product.

- ✓ New feature requests. Customers are welcome to describe the functionality they would like to be added to the product(s) to Axiad Technical Support. Axiad will work with product's vendor on the product roadmap to potentially satisfy the desired functionality.

In the situations described above, a Technical Support engineer will be assigned to the support request created by the reseller or end customer.

Level-3 Technical Support does not cover the following situations**:

- ✓ Production problems due to internal network or environmental changes.
- ✓ Installation/deployment or upgrades
- ✓ Migrations (moving existing software to a new hardware platform)
- ✓ Configuration recommendations.
- ✓ Product misconfiguration due to lack of training, inexperience or misinterpretation of product documentation.
- ✓ Custom migration assistance, such as moving a system from one machine to another or migrating data from one database to another.
- ✓ Undocumented upgrade procedures.
- ✓ Errors coming from third party products.
- ✓ Configuration of third-party products.
- ✓ The product is used for purposes other than its intended purpose.
- ✓ The product is no longer supported by the vendor (end-of-life).

4.3 HOW TO OPEN A TICKET

A ticket can be opened via either of the two methods below.

4.3.1 Email

Contact support@axiad.com. To facilitate the processing of your incident, please follow these guidelines:

4.3.1.1 *Subject line*

Reseller and/or Customer Name | Severity [Urgent/High/Medium/Low] | Product and Version | Brief Description of the problem or question

① See section [4.6 Service Level Agreement](#) for definitions on severity levels

** Technical Support may not apply to situations not specifically listed in this document.

- △ Urgent severity is reserved for incidents causing an outage in production
- △ For SLA to apply, you must indicate the severity in the subject of the email. If the information is not provided, the severity will be considered medium by default
- △ For issues occurring in DEV/TEST environments, the severity level can only be set to Low or Medium. For any higher escalation, issue can be reviewed on a case by case basis to determine the severity.

4.3.1.2 Content

- ✓ Product: provide the complete official name of the product
- ✓ Product version and Installed hotfixes: the version of the product is usually provided in the 'About' dialog. If you are unsure how to retrieve this information, please contact Axiad Technical Support
- ✓ Detailed description of the issue
- ✓ Screenshot of the issue (if possible)
- ✓ Steps to reproduce the issue (if possible)
- ✓ Exact date/time when the issue happened and user information, if applicable.
- ✓ If the issue is isolated or impacts several users

This will generate a ticket number with the following format [##<number>##].

- ① This ticket number needs to be included in the subject line of all subsequent communications.

Important:

- △ If customer has any restrictions on how ticket needs to be managed, such as logs can be reviewed by Green Card holder and /or by US citizen, it has to be stated in the body of the email. If no information is provided, the ticket may be managed by any Axiad personnel.
- △ Do Not attach Log files in your initial request. If logs are available, please request Technical Support Engineer to create a token for the secure data transfer.

4.3.2 Phone

Our Technical Support can be reached by phone during business hours:

Table 6: Axiad support phone numbers

Country	Contact Info
Canada	+1 (416) 665-9237
United States	+1 (408) 320-8822

An automated voice mail system is used outside of business hours. If a voicemail is left by the customer, Technical Support Engineer will review the message during the next business hours window.

△ In the event an authorized Premium customer with 24x7 support is experiencing a system outage, an email must be sent to support@axiad.com with URGENT in the subject line in order for the automated system to contact the Technical Support Engineers on duty.

4.4 LOG FILES AND OTHER CUSTOMER INFORMATION

In the event logs files or other data regarding the product(s) is needed, Axiad will supply a secure method to exchange this information as discussed with the customer. In the event the ticket is resolved, the data provided shall be destroyed within 48 hours of resolution unless stated otherwise. Log files may be provided directly to the product vendor depending on the ticket.

Customers' log files, configuration files, and other data that are marked as confidential are required by Axiad be stored in the Encrypted location. See Axiad Data Protection Policy.

Customers are responsible for providing clean information (non-Personal Information) to Axiad when requested. Personal information means information, recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information. Documents describing how to clean Personal Information from log files can be provided upon request.

If a customer sends Axiad files that contain personal data or other information that Axiad should not have, the customers should immediately be notified, and the files should immediately be deleted according to the secure deletion procedure defined in Axiad Data Protection Policy.

4.5 PREMIUM SUPPORT

With Premium Support, customers will have access to the following benefits:

- ✓ 24x7 coverage for Urgent issues and Outages

- ✓ 24x7 escalation to the vendor if the issue is one that cannot be resolved by Axiad

① Restoration or Resolution Target (workaround or hotfix) varies per vendor. Please contact Axiad Technical Support or refer to vendor’s Technical Support contract for more details.

To benefit from Premium Support the following conditions apply:

1. Customer must have purchased Premium Technical Support from Axiad. You can check your level of support at any time by contacting Axiad Technical Support.
2. Customer must provide a list of authorized contacts from which a support request can be opened after hours. This will include, first name, last name, company name, phone number, and email address. If no contact information is provided, the contact provided during the purchase will be used. If a request is opened from a contact that is not in the list, standard 8x5 Technical Support will apply. Customer can update the list of authorized email addresses at any time by contacting Axiad Technical Support.
3. The subject of the email sent to Axiad Technical Support must contain the word "Urgent" to trigger the appropriate escalation.

△ Premium support is provided only by email. An automated system will contact the Technical Support Engineers on duty and will be escalated as needed.

4.6 SERVICE LEVEL AGREEMENT

The following table describes the SLAs for the various levels of severity. The severity level is considered medium if not indicated by the reseller or end customer. It can be adjusted as required and in agreement with Axiad.

Severity Level	Description	Initial Response Time	Status Updates
1 - Urgent	Production system is down or is severely impacted	Within 60 minutes	As agreed with customer
2 - High	Product can be used but an important function is not available	Within 240 minutes	2 business days
3 - Medium	Product can be used but some moderate impact or functional restrictions	Within 1 business day	4 business days
4 - Low	Minor non-significant problem, request for enhancement, or documentation issue	Within 2 business days	10 business days

- △ For issues occurring in DEV/TEST environments, the severity level can only be set to Low or Medium. For any higher escalation, issue can be reviewed on a case by case basis to determine the severity
- △ SLA times are put on hold when waiting for information from the customer, ie. log files.
- △ Restoration or Resolution Target (workaround or hotfix) varies per vendor. Please contact Axiad Technical Support or refer to vendor's Technical Support contract for more details.

4.7 HOW TO DOWNLOAD SOFTWARE, HOTFIXES AND UPDATES

Some vendors provide a portal where resellers and/or end-customers can download purchased software and applicable hotfixes/updates, as well as additional technical resources.

Alternatively, Axiad can make available specific files and documents upon request.

This process may vary depending on the product and/or vendor policy. Please contact Axiad Technical Support (section 4.3 How to Open a Ticket) for instructions applicable to the product you purchased.

4.8 RETURNING PRODUCTS

Customers or Axiad authorized resellers must contact Axiad Support to obtain a Return Merchandise Authorization (RMA) number before returning any defective devices. Defective devices can be returned under the standard vendor's hardware warranty.

Customers are responsible to remove any Personal Information that may reside in all returning products. This may include smart cards, sim chips, and hardware appliances.

The RMA process varies depending on the product being returned and the vendor. Please contact Axiad Technical Support by looking into section 4.3 How to Open a Ticket. A Technical Support Engineer will guide you through the process.

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