



Panzura Customer Support

The Panzura support team is committed to your success. Our highly experienced support engineers provides proactive and efficient support services for your Panzura Freedom systems through remote troubleshooting, proactive corrective action, and automated diagnostic tools. Panzura support offerings and pricing are designed to offer flexibility to fit your operational and budgetary requirements.

To contact Panzura support:

- In North America call toll free 1-855-Panzura (1-855-726-9872) or e-mail support@panzura.com
- Outside North America call +1-408-457-8504 or e-mail support@panzura.com
- Support Line: UK: +44 (0)808 101 0928 or e-mail support@panzura.com

Support Plans

	WARRANTY	SILVER	GOLD	PLATINUM
Software	Patches only	Patches and Upgrades	Patches and Upgrades	Patches and Upgrades
Phone Support	8 am to 5 pm PST, M – F, 4 hour initial response	7 am to 7 pm PST, M – F, 2 hour initial response	24 x 7 x 365, 30 mins P1 and P2 cases – priority queue	24 x 7 x 365, 30 mins P1 and P2 cases – priority queue
Web and email support	6 am to 6 pm PST, M – F, 8 hour initial response	6 am to 8 pm PST, 4 hour initial response	24 x 7 x 365 – 1 hour initial response - priority queue	24 x 7 x 365 – 1 hour initial response - priority queue
Hardware replacement parts* for filers – includes technician to replace part	3 days after receipt of failed part	Advanced replacement – 2 business days after failure is diagnosed	Advanced replacement – 4 hours after failure is diagnosed	Advanced replacement – 4 hours after failure is diagnosed
Replacement SSD or HDD* delivery – technician not included	3 days after receipt of failed part	2 business days	Next business day	Next business day
Online Support	Access to online knowledge base, case management, user community	Access to online knowledge base, case management, user community	Access to online knowledge base, case management, user community	Access to online knowledge base, case management, user community
Support Assistant	Available subject to customer authorization	Available subject to customer authorization	Available subject to customer authorization	Available subject to customer authorization
Account Management	Not available	Upgrade option: Technical Account Management with Quarterly Business Review	Upgrade option: Technical Account Management with Quarterly Business Review	Technical Account Management with Quarterly Business Review

* upgrade option – purchase of onsite spare parts

NOTE: Some services may not be available in all areas. Please check with your Panzura sales representative or contact Panzura to confirm service details and pricing.

Online Support Portal

Panzura provides an online support portal that allows customers to open support cases and manage existing cases. Customers have access to the Panzura knowledge base that provides helpful documentation and solutions.



Technical Support Priority Levels

Panzura prioritizes all cases according to customer impact using industry standard definitions. During the life of the case, the current priority can be raised or lowered based on the current status of the issues. It is ultimately always the customer's decision about the priority.

PRIORITY	DEFINITION
1	System down, severely degraded performance. Preventing the business from achieving critical business functions.
2	Some service degradation, intermittent outage. Minimal affect on business operations.
3	One-time outage, configuration or other technical question. Performance and job function largely unaffected.
4	Non-technical questions, feature requests, requests for documentation and other non-critical questions.

Escalation Notifications

Panzura takes critical customer issues very seriously, and has an automated escalation process to notify senior managers and the executive staff of any new escalations. Technical escalations to Tier 3 support and development engineering are done quickly to ensure the right resources are engaged as soon as the need is identified.

TIME SINCE CASE WAS IDENTIFIED AS A P1	SUPPORT MANAGEMENT	ENG MANAGEMENT	EXECUTIVE STAFF
30 mins	✓		
1 hour	✓	✓	
2 hours	✓	✓	
4 hours	✓	✓	✓



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