









 Toll Free: 1-855-4Layer8 (855-452-9378)  
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## LAYER 8 GIGAMON SERVICE & SUPPORT PROGRAM OVERVIEW

SERVICE NAME	SERVICE DESCRIPTION	SERVICE LEVEL AGREEMENT	CUSTOMER BENEFIT
<b>Hardware Limited Warranty</b>	<ul style="list-style-type: none"> <li>• One-Year hardware return and replace service for verified defects</li> <li>• Technical Support by phone and email</li> <li>• 8x5 during Layer 8 Solutions Support's regular business hours</li> <li>• Support starts: Date of shipment</li> </ul>	<ul style="list-style-type: none"> <li>• RMA must be approved by Layer 8 Solutions Support prior to return</li> <li>• Ship within 10 business days after receipt by Layer 8 Solutions</li> <li>• Return and Replace service level</li> </ul>	<ul style="list-style-type: none"> <li>• Peace of mind</li> <li>• Verified defects covered for one year</li> </ul>
<b>Software Limited Warranty</b>	<ul style="list-style-type: none"> <li>• One-year defect correction or work around</li> <li>• Defect isolation only</li> <li>• Technical Support by phone, email and web</li> <li>• 8x5 during Layer 8 Solutions Support's regular business hours*</li> <li>• Support starts: Date of product shipment</li> </ul>	<ul style="list-style-type: none"> <li>• Software download capability is available 24x7x365 from Gigamon Customer Portal</li> <li>• Web access only for Maintenance Releases (Credentials available through Gigamon Technical Support)</li> </ul>	<ul style="list-style-type: none"> <li>• Defect resolution access to knowledgeable Support experts 8x5 during Layer 8 Solutions regular business hours. *</li> </ul>
<b>Basic Software and Product Support Maintenance ("Basic Support")</b>	<p>All Software Warranty with:</p> <ul style="list-style-type: none"> <li>• Defect isolation plus assistance with more complex configuration and "how to" questions</li> <li>• Full access to latest software releases</li> <li>• Technical Support by phone, email, and web</li> <li>• 8x5 during Customer's regular business hours*</li> </ul>	<ul style="list-style-type: none"> <li>• Increased SLA response as compared to Limited Warranty</li> <li>• Initial response, restore, resolution, and communication frequency varies based on priority level</li> <li>• IOR/EOR service level for validated hardware defects</li> <li>• Hardware coverage for associated accessories as per accessory policy</li> </ul>	<ul style="list-style-type: none"> <li>• Future proofing your network</li> <li>• Optimal for non- business critical environments</li> <li>• Access to subject matter experts for rapid problem solving 8x5 during Customer's regular business hours*</li> <li>• Simplified stocking with added coverage of accessories</li> <li>• Simplified returns using select regional depots internationally</li> </ul>



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SERVICE NAME	SERVICE DESCRIPTION	SERVICE LEVEL AGREEMENT	CUSTOMER BENEFIT
<b>Enhanced SW and Product Maintenance (“Enhanced Support”)</b>	All Same as Basic Service with: <ul style="list-style-type: none"> <li>• AHR Same day ship services</li> <li>• Omni-channel Technical Support by phone, email, web and real-time chat (estimated availability 2 H 2017)</li> </ul>	Same as Basic Service with: <ul style="list-style-type: none"> <li>• AHR Same Day Ship Services</li> <li>• Real-time chat</li> </ul>	Same as Basic Service with: <ul style="list-style-type: none"> <li>• Minimized sparing requirements with AHR</li> <li>• Communicate how you want to with chat</li> </ul>
<b>Elite SW and Product Support Maintenance (“Elite Support”)</b>	Same as Enhanced Support with: <ul style="list-style-type: none"> <li>• Technical Support access 24X7X365</li> </ul>	Same as Enhanced Support with: <ul style="list-style-type: none"> <li>• Increased SLA response as compared to Basic or Enhanced support</li> <li>• Technical Support Access 24X7X365</li> </ul>	Same as Enhanced Support with: <ul style="list-style-type: none"> <li>• Optimal for mission critical business environments</li> <li>• Access to subject matter experts any time for rapid problem solving</li> </ul>

\*For specifics please contact Layer 8 Support  
 AHR- Advanced Hardware Replacement