# rXg Operator Support Agreement

August 2023

# rXg Operator Support Agreement

# rXg Operator Support Agreement



Each and every standalone rXg, rXg cluster node, and rXg cluster controller, whether turnkey or software-only, procured directly from RG Nets, requires the purchase of a minimum one-year Basic or Enhanced Operator Support Agreement (OSA). A valid and active OSA entitles certified network Operators to support services for the product during the coverage period. OSA services are individually defined in the RG Nets Price List by product model for a one-year period commencing with a product's OSA activation date. Second and subsequent-year OSAs are not required; however, are highly recommended as continuous product improvements are available only to holders of active OSAs. Products not specifically covered by an OSA cannot participate in the Trouble Ticket System, receive revision updates, or request help desk access for issues isolated to the specific product.

## Activation

Activation is effective upon receipt of an approved Purchase Order for the product's OSA. The OSA is valid from the activation date for one calendar year. Activation is initiated through the RG Nets CRM system by RG Nets operations.

## Renewal

OSAs are renewable annually, commencing with the existing agreement's expiration date. Renewed service is activated once a Purchase Order for the renewal coverage period is received and accepted. An OSA expires when a renewal Purchase Order is not received before its expiration date. If an expired OSA is renewed later, a restart fee will be charged in addition to the normal fees.

## Transfers

OSAs are non-transferable to other products, individuals, or companies without prior written authorization from RG Nets.

# Asset Records

Each product purchased by a specific Operator is recorded in the RG Nets CRM system as an Asset Record. Asset Records contain information pertaining to the product and the OSA status of the product. The Assets with an active OSA will have a Status of In Service and a Date in Service that will be some time in the future (the expiration date of the OSA). A list of all Assets is available for viewing and actionable to the Operator through the RG Nets license portal at https://licenses.rgnets.com .

### Product Identifier

Each product covered by a support agreement has its own Individual Unique Identifier (IUI). This identifier is recorded in the product's Asset Record in the RG Nets CRM system, which is utilized as part of Trouble Ticket creation, tracking, closing, and incident history procedures.

### License Transfers

Each product has a software license tied specifically to an IUI. The IUI will prevent attempting to modify the underlying host or transferring the software license to another host. If the underlying host is rendered inoperable, certified Operators may request a license transfer to receive a replacement software license. This transaction is initiated through the Trouble Ticket system and requires a Purchase Order with the product Asset Number and IUI from both the original and new products. Proof of inoperability of the original host may be required to make the license transfer permanent.

## Operator Certification

Unless taking part in the fully Managed OSA or covered under Software-Only support, each and every operator must have certified personnel to take part in the RG Nets support ecosystem. Operators must maintain current certifications with the RG Nets product lines they sell and install.

The process to acquire and maintain certifications evolves with the RG Nets product lines and available training materials. As of 15-SEP-2018, basic foundation certifications require a written exam, whereas trainer certifications require written and practical exams and demonstrations of training acumen in a live setting.

The RG Nets Certification Portal allows everybody to keep track of operator personnel who have been granted certifications. The Certification Portal is a publicly accessible website that anybody may access at any time for verification of certifications at the URL https://certified.rgnets.com

## Operator Credentials

Operators access the Trouble Ticket system through the RG Nets. support portal available at https://support.rgnets.com . Trouble Tickets and other inquiries to the RG Nets support system may be initiated only by authorized operator personnel. The list of all operator certifications, present and expired, is available through the RG Nets certification portal at https://certified.rgnets.com .

Each assigned Operator will receive a unique support credential enabling him/her to open or close Trouble Tickets with RG Nets for products under an active OSA. The assignee may utilize the trouble ticket system to monitor problem resolution or review the Trouble Ticket history on a specific covered product.

https://www.rgnets.com      OSA_RGNETS_083023

# rXg Operator Support Agreement

## Operator Support Entitlements

Support entitlements are available for certified operators of authorized partners for assets with an active agreement.  Assets must meet the minimum support criteria as defined for the agreed support level.

- Normal Business Hours are Monday through Friday, 7 AM to 7 PM Central Time.
- All support requests are initiated by opening a ticket at https://support.rgnets.com
- Response times will vary based on the agreed support level and severity.
- Severity Levels:
    - Critical: 100% of devices cannot reach the internet.
    - Moderate: 25% of devices cannot reach the internet.
    - Low: All other support requests
- rXg revision upgrades:
    - RG Nets periodically makes software revision updates available to operators with active OSAs. The updates may contain product modifications, bug fixes, new features, or feature enhancements. Assets with expired OSAs may not be updated or modified in any manner.
- Suspected bug reports:
    - Operators experiencing issues with product performance or behavior not defined in the product's manual or datasheet may submit a bug report through the trouble ticket system. These reports will be investigated, and results will be reported back to the operator via the trouble ticket. When submitting a bug report, the Operator must provide a list of steps to replicate the issue.

## Software Only

This tier of support is designed for the seasoned operator that does not require help desk support by RG Nets.  This support tier's typical user will have multiple internal support levels, including a subject matter expert with at least 5 years of experience working directly with the rXg platform.  A lab environment to test and reproduce issues is a requirement for this tier.

The operator will have access to the latest official software and the ticketing system for reporting software bugs.  Software bugs must be reproduced in the operator's lab environment on the latest official version as of the date the issue is reported, and step-by-step directions to reproduce must be submitted in the trouble ticket.  All tickets for this tier of support are opened as a low priority.

Any other support needed for this tier can be provided as an hourly professional service.

**Response Times**

| Critical Response Time | N/A |
|---|---|
| Moderate Response Time | N/A |
| Low Response Time | As Time Allows |
| After Hours Support | Not Available |

**Minimum Support Requirements**

| The software version must be | Current Official |
|---|---|
| Operator Certification | Required |
| Remote Access | N/A |

# rXg Operator Support Agreement

## Basic

This tier of support is designed for the seasoned operator that requires minimal help desk support by RG Nets.  This support tier's typical user will have at least 3 years of experience working directly with the rXg platform and can self-manage critical outages.  A lab environment to test and reproduce issues is recommended for this tier.

The operator will have access to the latest official software and the ticketing system for reporting software bugs and requesting procedural clarification in configuring products or modifying settings to improve, add, or delete functions.

Any other support for this tier will be provided as an hourly professional service.

### Response Times

| | |
|---|---|
| Critical Response Time | 3 Business Days |
| Moderate Response Time | 5 Business Days |
| Low Response Time | As Time Allows |
| After Hours Support | Not Available |

### Minimum Support Requirements

| | |
|---|---|
| The software version must be | Current Official |
| Operator Certification | Required |
| Remote Access | SSH and GUI Access (Direct) |

　　https://www.rgnets.com　　OSA_RGNETS_083023

6

## Enhanced

This tier of support is designed for the operator that requires occasional help desk support by RG Nets.  This support tier's typical user will have at least 1 year of experience working directly with the rXg platform and can sustain a critical outage for up to 1 business day.  This tier is also designed for the operator that only plans to upgrade quarterly.  A lab environment to test and reproduce issues is recommended for this tier.

The operator will have access to the latest official software and the ticketing system for reporting software bugs and requesting procedural clarification in configuring products or modifying settings to improve, add, or delete functions.

Any other support for this tier will be provided as an hourly professional service.

### Response Times

| | |
|---|---|
| Critical Response Time | 1 Business Days |
| Moderate Response Time | 3 Business Days |
| Low Response Time | 5 Business Days |
| After Hours Support | Not Available |

### Minimum Support Requirements

| | |
|---|---|
| The software version must be | Within 3 Months of the Current Official |
| Operator Certification | Required |
| Remote Access | SSH and GUI Access (Direct) |

## Enhanced Plus

This tier of support is designed for the operator that requires frequent help desk support or faster response times by RG Nets.  This support tier's typical user will have completed the certification course but has minimum practical experience with the rXg platform.  A lab environment to test and reproduce issues is recommended for this tier.

The operator will have access to the latest official software and the ticketing system for reporting software bugs and requesting procedural clarification in configuring products or modifying settings to improve, add, or delete functions.

Any other support for this tier will be provided as an hourly professional service.

### Response Times

| Critical Response Time | 4 Business Hours |
|---|---|
| Moderate Response Time | 6 Business Hours |
| Low Response Time | 8 Business Hours |
| After Hours Support | 4 Hours |

### Minimum Support Requirements

| The software version must be | Within 6 Months of the Current Official |
|---|---|
| Operator Certification | Required |
| Remote Access | SSH and GUI Access (Direct or Jump Host) |

# rXg Operator Support Agreement

## Managed

This tier of support is designed for the operator that loves the rXg platform but does not want to be hands-on.  This support tier's typical user will have networking experience and some familiarity with the rXg platform, but operator certification is not required.

The operator will have access to the latest official software and the ticketing system for reporting software bugs and requesting support assistance.  In addition, the operator can request the RG Nets team to make configuration changes and software upgrades.

Any other support for this tier will be provided as an hourly professional service.

Managed OSA Features:
- RG Nets Team can recommend/make configuration changes.
- RG Nets Team can make authorized software updates.
- RG Nets Team will store monthly backups.
- Quarterly Review with Sales Team

### Response Times

| | |
|---|---|
| Critical Response Time | 4 Business Hours |
| Moderate Response Time | 6 Business Hours |
| Low Response Time | 8 Business Hours |
| After Hours Support | 4 Hours |

### Minimum Support Requirements

| | |
|---|---|
| The software version must be | Within 6 Months of the Current Official |
| Operator Certification | Not Required |
| Remote Access | SSH and GUI Access (Direct or Jump Host) |

## Professional Services

Certified Operators with active OSAs may submit Trouble Tickets requesting Professional Service support.

### Feature Requests

OSA holders may submit Trouble Tickets requesting additional features or functionality be added to the rXg general release software. Trouble Tickets of this nature may be responded to with a description and timing of the modification to a future rXg software release containing the requested functionality. If the feature requested is not scheduled for a future release the Operator may wish to request a quote for the feature to be added within their desired timeframe and expense. These Trouble Tickets will be referred to the designated RG Nets account manager. There is a non-discounted fee for preparing a formal Statement of Work.

### Additional Professional Services

RG Nets provides a number of additional Professional Services that are defined in the RG Nets Price List.

https://www.rgnets.com          OSA_RGNETS_083023