



[OPERATOR SUPPORT AGREEMENT]

rXg Operator Support Agreement

Support entitlements, response times, and service tiers for the rXg platform — standalone systems, cluster nodes, and controllers.

DOCUMENT

OSA_RGNETS_071426

REVISION

07.14.2026

CLASSIFICATION

OPERATOR / PARTNER

SUPPORT PORTAL

support.rgnets.com

// CONTENTS

Table of Contents

01	rXg Operator Support Agreement	Activation · Renewal · Transfers
02	Asset Records	Product Identifier · License Transfers
03	Operator Certification	Operator Credentials
04	Operator Support Entitlements	Software Only · Basic · Enhanced · Managed
05	Professional Services	Feature Requests · Additional Professional Services

// SECTION 01

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.

// SECTION 02

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.

// SECTION 03

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.

// SECTION 04

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.

TIER 4.1**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

TIER 4.2**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)

TIER 4.3**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)

TIER 4.4**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)

// SECTION 05

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.