



# ETI-NET Standard and 24x7 Support Program Guide

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## Overview of ETI-NET Support

ETI-NET Customer Support provides expert, professional service for mission-critical HPE NonStop environments utilizing ETI-NET BackBox software products. We are committed to delivering fast, honest, and effective technical support to help organizations maintain system availability and remain compliant with evolving security and compliance standards.

## Technical Support Access

ETI-NET provides Website, Email and Phone support communications methods:

Method	Resource
Website	<a href="https://etinet.com/support/create-a-ticket/">https://etinet.com/support/create-a-ticket/</a>
Email	<a href="mailto:support1@etinet.com">support1@etinet.com</a>
Phone:	514.395.1200 / Option 3 (Standard)

All support requests—whether submitted via phone, email, or web—are logged and assigned a unique Case Number (ETIPRODSUP-X...) in the ETI-NET Atlassian system. This case number is used for all future references related to the issue.

### Required information for all requests:

- 1.) Customer Name & Customer Number
- 2.) Severity Level (see Severity Levels section)
- 3.) Description of Issue
- 4.) Associated Nonstop Host names and VTC serial number

Upon such request, ETI-NET Technical Support will take appropriate steps to resolve the issue promptly and will keep the client updated throughout the resolution process.

## Support Program Options

ETI-NET Offers Standard and Enhanced Support programs, for Nonstop clients. The Services for both programs are outlined in the following Table (1).

Program Metrics	Standard	Enhanced
Days	Monday-Friday	7 Days/Week
Holiday Coverage	None	Included
Hours	9:00-17:00 ET	24x7
24x7 Phone Support	Standard	514.736.4058.

**Table 1.**



## Response Times

Based on a current maintenance agreement with ETI-NET, support response times will vary based on the contracted support program and the level of technical escalation. The following table (2) outlines the response

Level	Description	Standard	Enhanced
1	Support Engineering	Next Business Day	4 Hours
2	Development Escalation	5 Business Days	1 Business Day

**Table 2**

ETI-NET Customer Support will respond to all reported issues according to the Service-Level response times listed in the above table. This response will include:

1. Assigned Case Number
2. Request for any additional information and /or diagnostic data
3. An estimate of when a fix, work-around, or next update will be available

**Note:** ETI-NET will use commercially reasonable efforts to remedy the problem and provide a work-around where necessary.

## Severity Levels

Clients under valid maintenance agreements must classify each support request according to the following severity levels:

Severity Level	Description
High (Critical)	Critical impact on a production system causing complete outage or operational loss.
Medium (Major)	Significant impact with recovery possible, however at high risk of recurrence, performance degradation, or intermittent failure.
Low (Minor)	Minor issues with limited impact, such as an operational nuisance or documentation error.
Inquiry	General questions, enhancement requests, or informational needs with no operational impact.

**Table 3.**