NOZOMI NETWORKS

Global Customer Support

World-class customer support available 24 hours a day, 365 days a year

At Nozomi Networks, we are committed to delivering world-class technical support to help resolve issues faster and keep your operations running smoothly.

Nozomi Networks offers two support packages to meet your business needs: **Standard** and **Mission Critical**. With both packages, customers can reach Nozomi Networks Customer Support by phone or email 24x7x365. Customers can access the online support portal for the latest software releases, updates or patches.

For customers who require prioritized and personalized services, Nozomi Networks offers the Mission Critical customer support package. In addition to the benefits of the Standard Customer Support package, customers will receive designated account management as well as prioritized case and phone queueing.

Two Ways to Contact Nozomi Networks Customer Support

Support Portal

support.nozominetworks.com

The Nozomi Networks Support Portal is the most effective way to contact Customer Support. The Portal allows you to quickly and easily create support cases, and access a variety of helpful resources.

Phone

+1 877 282 5858 *(International)*
For regional support numbers, please visit:

nozominetworks.com/support

Customer Support Severity Levels and Support Response Objectives (SROs)

Severity Level	Severity Definition	Standard	Mission Critical
Severity 1	**Critical** • Product fails to function or crashes • Data unavailable or loss of data • Product functionality or performance is degraded such that customer's applications are unusable	Response within **1 hour** **24 x 7 x 365**	Response within **1 hour** **24 x 7 x 365**
Severity 2	**High** • Product is operable but demonstrates material degradation in functionality or performance that substantially impairs customer's applications • Issues with upgrades	Response within **4 hours** **24 x 7 x 365**	Response within **2 hours** **24 x 7 x 365**
Severity 3	**Medium** • Product is operable but demonstrates some degradation in functionality or performance • Issues that are inconvenient, but product is still generally operating in accordance with documentation	Response within **8 business hours** **24 x 7 x 365**	Response within **4 hours** **24 x 7 x 365**
Severity 4	**Low** • Product or documentation has problems that do not materially degrade functionality or performance • Product feature enhancement requests	Response within **12 business hours** **24 x 7 x 365**	Response within **8 business hours** **24 x 7 x 365**

24 hours a day, 365 days a year.

Nozomi Networks world-class technical support is designed to help you fully leverage your cybersecurity technology investment. To meet your needs, our global customer support service is available 24 hours a day, 365 days a year.

Support

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Nozomi Networks accelerates digital transformation by protecting the world's critical infrastructure, industrial and government organizations from cyber threats. Our solution delivers exceptional network and asset visibility, threat detection, and insights for OT and IoT environments. Customers rely on us to minimize risk and complexity while maximizing operational resilience.

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