



RackTop Product Support

Support

- RackTop business hours are 8am-5pm EST. Holidays are US.
- Tickets may be opened:
 - In our support portal at <https://support.racktopsystems.com>
 - via email at support@racktopsystems.com
 - by calling 888-472-2586.
- Answers to common issues may be found at <https://kb.racktopsystems.com>.

Software Updates

- Customers with valid support agreements always have access to the most current version of RackTop software via the MyRackTop Portal at <https://myracktop.com>
- New features and periodic bug fixes are included in each new BrickStor SP version.

Hardware Support

- RackTop provides advance replacement parts at no additional cost for all systems under a valid maintenance agreement.
- Customers who purchase drive retention agreements are not required to return failed drives.

Support Tiers	Hardware Replacement	Updates
Advanced	Next business day advance parts replacement (excluding holidays)	✓
Premium	Next business day advance parts replacement (excluding holidays); onsite repair	✓
Critical	Same-day advance replacement parts when available; onsite repair	✓

Software Support and Response SLA

- 24/7 Email and Phone Support. 365 days a year.

Severity	Definition	Milestones (Target)
Critical Problem (SEV 1)	Problem or defect resulting in data unavailability and impacting critical business operations	Acknowledgement within 1 hour Resolution Start: within 1 hour during business hours and within 2 hours outside of business hours.
Major Problem (SEV 2)	Problem resulting in severely impaired functionality or performance.	Acknowledgement within 2 hours Resolution Start: within 2 hours during business hours and within 4 hours outside of business hours.
Minor Problem (SEV 3)	Problem or failure of non-critical aspects of the system where there is a reasonably satisfactory work around available. Does not impact data availability	Acknowledgement within 4 hours Resolution Start: within 1 business day of acknowledgement
Trivial Problem or Feature Request	Defect of minor significance or a cosmetic problem. A work around exists or, if not, the impairment is slight.	Acknowledgement next business day. Resolution Start: no target start predetermined