COHESITY

U.S. Citizen Customer Support Service

U.S. Person Technical Support

U.S. Citizen Customer Support Service is the foundational, United States (U.S.)-based Cohesity support solution delivered by U.S. persons to assist agencies with their regulatory compliance needs. Help protect your Cohesity software and Cohesity Platform investments with technical support and access to the latest software and new releases.

Customers may purchase support routing to U.S. Citizens located on U.S. Soil. U.S. Citizen on U.S. Soil support is available for P1-P4 support issues during U.S. business hours (6AM to 12AM EST). Outside of US business hours, coverage is limited to P1 and P2 issues. With U.S. Citizen Support, you can:

- Obtain verified U.S. person/U.S.-based technical support—Address regulatory and policy requirements.
- Ensure upgrades—Retrieve the latest product updates, upgrades and fixes.
- Optimize product use—Access industry best practices and diagnostic tools.

What's Included In U.S. Citizen Customer Support?

- 24/7 dedicated access to U.S. technical support. *
- Case ownership and management by verified U.S. person technical support, delivered from a U.S.-based service center.
- Rapid issue response times.
- Unlimited contacts to technical support specialists in Cohesity products.
- Round-the-clock, continuous efforts support for Priority 1 cases (upon customer request).
- Self-help options, including the Cohesity technical support website and diagnostic tools.
- Deep industry experience and knowledge base.
- Proactive access to bug fixes, patches, security releases and upgrades.
- Expedited Cohesity Hardware parts delivery.

- **24/7 dedicated access to U.S. technical support.**
- **Case ownership and management by verified U.S. person technical support, delivered from a U.S.-based service center.**
- **Rapid issue response times.**
- **Unlimited contacts to technical supports**

Benefits To Keeping Your Technical Support Up-to-Date

U.S. Citizen Customer Support offers expert technical support and online support for your Cohesity software and Cohesity Platform environments. U.S. Citizen Support delivers:

Proactive product bug fixes, patches, security releases and upgrades.

Best practices based on deep and wide industry experience.

Self-help via access to websites, diagnostic tools and community forums.

Assistance with licensing and renewals.

Security of knowing your software is maintained.

* Support may be impacted by personnel availability.

For further questions or a quote, contact your local sales team

COHESITY

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