

## WELCOME TO GIGAMON ENHANCED AUTHORISED SUPPORT!

All technical support and maintenance services that Gigamon provides its customers is described in the Gigamon Customer Support Guide. Please refer to the link below:

<https://www.gigamon.com/support/support-and-services.html>

Your support agreement is facilitated by myHEZO team, a Gigamon Authorized Support Partner (ASP). This means the support service in entirety reflects Gigamon service descriptions as outlined in the Customer Support Guide.

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### YOUR GIGAMON SUPPORT CONTACTS

web portal: <https://myHEZO.com>

phone: +48 12 25 25 606

Your support is available **8x5 Monday – Friday**



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### HOW TO GET ACCESS TO SUPPORT ?

To get access to myHEZO portal you have to register.

To verify your identity you will need three credentials:

- Your VAT ID number
- One of your hardware serial number
- myHEZO support agreement number (you will find it on support activation confirmation or you will receive it from supplier)

After registration please login to myHEZO portal and verify that information regarding your support agreement are correct.

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### HOW TO CREATE A SUPPORT CASE ?

First of all, you can call us any time using our phone line: +48 12 25 25 606

You can also create new SUPPORT CASE on our myHEZO portal. Just log in and go to **ACTIVE CONTRACTS** and click **"New request"** button on the right side. Then choose the right unit and describe your problem. You can also add files (like screenshots, logs etc ...).

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## SUPPORT

All activities under **HEZO Assistance for GIGAMON** support service no the first level (L1 support) will be provided in English language. If necessary we will arrange local engineer to give you support in local language. All case under L2 support will be proceeded in English.

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## ESCALATION

In case of emergency you can escalate your case please contact our Support Managers Team using dedicated email: [escalation@myHEZO.com](mailto:escalation@myHEZO.com)

Please include in this message your case number or hardware SN and your direct phone number with escalation reason description.

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## HARDWARE DELIVERY

Hardware replacement will be delivered on site NBD – Next Business Day Onsite

Delivery will be done from Gigamon's stock after diagnostic and failure confirmation done by the vendor. Support Engineer will contact you to confirm time, address and onsite contact person to perform replacement.

If there are some special requirement to get access to site – please inform about it before.

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## SLA

For all cases created by the phone line, confirmation mail will be send to you and main to main support email in your agreement in maximum 5 minutes after.

For cases created in web portal – confirmation mail will be send automatically.

Standard response time is 1 hour.

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If you have any question you can contact us under: [support@myHEZO.com](mailto:support@myHEZO.com)