

# Authorized Support Center

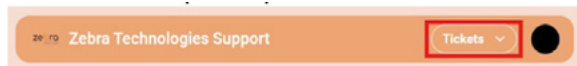
## How to Open a Support Ticket

### 1. Access the Portal

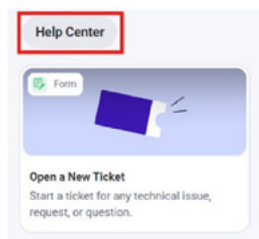
- Go to the support portal: <https://zebratech-team.monday.com/portal>
- If you do not have access, please register. Only approved email addresses can access the portal. For registration issues, contact [support@zebratech.co.il](mailto:support@zebratech.co.il)

### 2. Navigate the Portal

- You can view your open tickets and ticket history in the top-right area.



- To create a new ticket, click on Help Center and select Open a New Ticket.



### 3. Create a New Ticket

- The ticket submission process includes three steps:  
System Information, Contact Details, Troubleshooting Details.
- Fields marked with \* are mandatory.
- Important Notes:
  - Serial Number: Ensure the serial number is correct. You will be notified if it is invalid.
  - Email Address: Your email is auto-filled. Only approved addresses can access the portal, but all updates will also be sent by email.
  - Uploading Large Files: If your files exceed the size limit, mention this in the ticket. We will provide a Google Drive link.
  - Tickets and support are only provided for products and solutions covered under an active service agreement.

### 4. After Submitting the Ticket

- You will receive a confirmation email with your ticket number.
- Our team will review your request and may contact you for additional information.
- You will receive updates via both the portal and email.

# Support System Details

Support Entitlement	Support Terms
Business Hours Availability	Sun -Thru, 9 am - 18 pm PT
After Hours Availability	Yes - 24x7x365
Advance Replacement - Next Business Day Delivery *	Yes
Return and Repair Hardware Replacement	No
Initial Response Times**	
<b>Severity 1 - Critical***</b>	< 1 Hour
<b>Severity 2 - High</b>	2 Hours
<b>Severity 3 - Medium</b>	4 Hours
<b>Severity 4 - Low</b>	8 Business Hours
Security Assurance	Yes
Planned Event Assistance	No
On - site Troubleshooting Assistance	No

\* Restrictions will apply in cases when equipment is handed in on the following business day. Please see the hardware exchange policy of the manufacturer, for which the ticket is opened.

\*\* A medium level ticket opened by 16:00 will be addressed on the following business day.

\*\*\* Critical level tickets should only be opened in cases of total failure causing a complete lack of service in the client's environment, without any possible solution or workaround for the problem. Critical level service calls will be prioritized and answered within one hour after the ticket is opened.

# Response Time Goals

**Severity 1** Critical: Every 4 hours until resolved or a workaround is in place.

**Severity 2** High: Every business day until resolved or a workaround is in place.

**Severity 3** Medium: Every 3 business days until resolved.

**Severity 4** Low: Once per business week until resolved.

# Severity Definitions

**Severity 1** Critical: Product is down and critically affects customer production environment. No workaround yet available.

**Severity 2** High: Product is impaired and customer production is up but impacted. No workaround yet available.

**Severity 3** Medium: A product function has failed and customer production is not affected. Support is aware of the issue and there is a workaround available.

**Severity 4** Low: Product function is not impaired and no impact to customer business. Includes feature, information, documentation, how-to and Enhancement requests from the customer.

# Support Team

Our Authorized Support Center is licensed and authorized by the vendors presented in the company's portfolio. We provide Tier-1 Level Support services by a highly qualified team of engineers, to products procured via Zebra Technologies.

Tickets opened via our helpdesk are documented, reviewed, and routed by our highly skilled personnel. Simultaneously, the tickets are reported to the vendor's service systems. Zebra Technologies engineers have direct support available from the vendor's engineering team, and if necessary, may engage them to resolve any issues.

We are proud to serve as the forefront for enabling our partners to secure their customers. Our support team will work to provide an efficient and quick resolution for each identified client issue. The services are tailored to our clients' requirements, as per the client's SLA.

Will invest its finest efforts to provide fast and professional support to all issues experienced by clients.

When opening a ticket, please make sure to provide as much information as possible, so that the malfunction can be resolved quickly and efficiently.

We hope to meet you only in conferences and training events and not regarding malfunctions.

Support team  
Zebra Technologies Ltd.

## Authorized Support Center working hours:

**Sunday to Thursday:** 9:00 – 18:00

**After hours:** full availability

**Friday, Saturday & holidays:** full availability and service for total failure issues only.

