

# Authorized Support Center

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.

## Opening a Support Ticket

Support requests can be submitted through one of the following channels:

Portal: <https://support.zebratech.co.il>  
Email: [support@zebratech.co.il](mailto:support@zebratech.co.il)  
Phone: 03-5772-174

For the complete ticket submission process and required information, please refer to the "How to Open a Ticket" guide.

## 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.



# 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

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.