



Customer Support Guide

Dispersive Holdings, Inc.

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Section 1 | Introduction to Dispersive Support

The Dispersive Holdings global customer support team provides expert assistance 24x7x365 to all customers and for all products (based on applicable service and support packages).

This group of top-notch support engineers, senior-level engineers and management staff work to solve technical problems in a friendly, accurate and timely manner. Our goal is to provide the highest possible level of customer care so our customers can meet their business objectives and achieve success.

1.1 Overview of Dispersive Support Packages

Support packages complement the purchase of our software and solutions. These packages include technical support, software and system updates, system monitoring, and hardware replacement programs. Additional professional services can be purchased separately.

We provide multiple methods for authorized users to obtain immediate help from knowledgeable customer solutions engineers. This includes calling our support hotline, creating a ticket through our web portal, or emailing support@dispersiveholdingsinc.zendesk.com. All will generate a ticket and immediately alert the support team. Any number of authorized users can be on the customer account.

- Unlimited incident support, including replacement assistance and upgrades support within support hours: (24x7x365 with response SLAs for priority support, Monday through Friday from 8:00 a.m. to 6:00 p.m. EST except local holidays, for standard support)
- Unlimited access to customer portal

- Phone, email and customer web portal access to provide incident ticketing and status
- Access to online knowledge base and user documentation via customer portal
- Standard software product updates and scheduled update announcements
- Unlimited access to online training portal (self-service training modules, videos, etc.)
- Managed services for system and service provisioning requests
- Monitoring of our infrastructure for cloud services and components
- Notification of monitored incidents for our managed systems
- Solutions consultation during business hours (eight hours per month)
- Priority hardware replacement assistance (based on contract) for hardware we provided that experiences defects/failures that cause product functionality issues

Section 2 | Support Package Services

Standard Support

Dispersive standard support (not available for critical infrastructure cloud) includes all items described in the package. Business hours are Monday through Friday from 8:00 a.m. to 6:00 p.m. Eastern Time, excluding holidays. Customers will have around-the-clock access to the customer support portal for self-service ticketing and the training portal for self-paced training. Customer support services incident tickets and submitted requests during the times described above. Response times for incidents and requests will be within one business day. Status updates for critical issues will be every 24 business hours.

The customer support email system is available 24x7. It can be used to generate incident tickets. The standard support package excludes priority hardware replacement.

Dispersive standard support includes:

- Unlimited incident support, including replacement assistance and upgrades support within support hours: (Monday through Friday from 8:00 a.m. to 6:00 p.m. EST except local holidays)
- Unlimited access to customer portal
- Phone, email and customer web portal access to provide incident ticketing and status
- Access to online knowledge base and user documentation via customer portal
- Standard software product updates and scheduled update announcements
- Unlimited access to online training portal (self-service training modules, videos, etc.)
- Managed services for system and service provisioning requests
- Monitoring of our infrastructure for cloud services and components
- Notification of monitored incidents for our managed systems

Section 2 | Support Package Services

- Solutions consultation during business hours (eight hours per month)
- Priority hardware replacement assistance (based on contract) for hardware we provided that experiences defects/failures that cause product functionality issues
- Warranties for commercial off-the-shelf hardware provided by device warranty (based on contract)

Priority Support

Our priority support includes all items described in the package.

Priority support includes hardware replacement assistance (based on contract) for Dispersive-provided hardware that experiences a defect or failure and causes a product functionality issue.

Table 1 shows those response and update times based on the severity of the incident for both Standard and Priority support. Table 2 describes the various severity levels.

Section 2 | Support Package Services

Table 1 Priority Support Package Severity Levels And Response Times

Incident Type	Severity Level	Initial Response Target	Communications Update Target*
Critical Incident	Severity 1	60 minutes (24x7)	Every four hours
Major Incident	Severity 2	Two business hours	Every business day
Minor Incident	Severity 3	One business day	Every five business days
Provisioning Change Request Information Request Feature Request	Severity 4	One business day	As appropriate

* If resolution of an incident is dependent upon some interim measure, such as developing a software patch, an alternative communication update commitment will be defined and made known to the customer.

Section 2 | Support Package Services

Table 2 Incident Severity Levels

Client Severity Level	Business Impact Guidelines
Severity 1	A supported component is completely unavailable to users or is working at a severely degraded capacity/performance level for multiple users, making the software unusable; OR The incident severely impacts the customer; OR The problem greatly compromises customer revenue or time-sensitive regulatory compliance and no acceptable workaround exists.
Severity 2	A supported software component's functionality becomes limited or works at marginally degraded capacity for multiple users AND an acceptable workaround does not exist.
Severity 3	A supported software component is unavailable or works at a degraded capacity/performance AND an acceptable workaround exists; OR A single user cannot use the supported software or software component that is necessary to perform primary work activities; OR The incident leads to a minimal loss of functionality, capacity or performance; OR A feature is unavailable where another can be readily used.
Severity 4	A request is made for information or "how to" Q&A; OR The event causes no impact to work operation or production; OR The client/customer requests a feature or managed service.

Unlimited Incident Support

- Unlimited incident support includes replacement assistance and upgrades within support hours. Priority support hours are 24x7x365 with response SLAs. Standard support hours are 8 a.m. to 6 p.m. Eastern Time, except local holidays
- Unlimited access to customer portal
- Phone, email and customer web portal access to provide customer incident ticketing and status
- Access to online knowledge base and user documentation via customer portal

Unlimited incident support including replacement assistance and upgrades support within support hours

There are three easy ways to create a service request:

- Call our support hotline
- Email support@dispersiveholdingsinc.zendesk.com
- Create a ticket directly within the customer portal

Any call to the support hotline can be escalated to our customer solutions engineers. We route all email or ticketing support directly to our Level 2 support engineers.

After receiving a service request, our support team responds in a timely fashion according to the incident severity. Level 2 support makes every effort to resolve the issue via immediate remediation or via a workaround. Our goal is to minimize impact on the customer's network and/or administration of the network.

If hardware replacement is part of the issue resolution, we offer remote assistance for bringing up the new hardware until the device comes online again.

Our support staff also offers software upgrade assistance during support hours. Typically, we give the customer a maintenance window time period for a software upgrade. Our support staff provides guided assistance before, during, and after upgrades as needed by the customer.

Section 2 | Support Package Services

During investigation of an issue, a Dispersive software defect may be found to be the root cause of the problem. If so, the support team works with the customer and the internal engineering team to correct the issue and agree on a timeframe for an upgrade to fix the problem. In these cases, tickets are closed when parties reach an agreement on a release plan for the fix.

In some cases, if the customer needs a fix sooner than the regular software release schedule and there is no workaround, we can offer a patch release. Patch releases are made only to resolve critical/major issues and must be signed off by our VP of Engineering Customer Operations.

Some service requests may be for new features. We route these requests to the product team. Tickets for feature requests will be resolved after the product team evaluates the request.

Limitations: Our customer solutions engineers resolve incidents directly related to Dispersive-provided products. If issues unrelated to Dispersive-provided products require extensive support, additional professional services fees are assessed. During support sessions, this should be discussed to determine assignment of responsibility. We will always endeavor to help solve customer issues successfully.

Unlimited access to customer portal

The Dispersive technical support portal – DTS – offers many self-service features and benefits 24x7. The dashboard provides a quick glance of all open tickets, upcoming calendar events, and resolved service requests.

Self-service ticketing system via customer portal and email for viewing and submitting tickets

With DTS, it's easy to submit and manage tickets. Simply log in to the portal and create a ticket with as little as a subject and short description. The system routes the ticket directly to our Level 2 support engineers for processing. Tickets can include helpful attachments – network diagrams, specifications, logfiles, etc. – to aid support in resolving the issue. Customers can always come back and add notes or attachments to tickets as new information emerges. Conversely, customers always will be notified when agents add new notes to their tickets. Tickets can be tracked until closure via the portal. Tickets created via our hotline are also viewable from the portal.

Section 2 | Support Package Services

One of the unique features of DTS is that customers never actually have to log in to the portal to interact with tickets. Emailing support@dispersive.io automatically creates a ticket. Customers always receive an email confirmation that a ticket was created. After that, they can simply reply to any of the ticket notification emails to add a note to the ticket. Email attachments are added to the ticket as well.

Online knowledge base and user documents via customer portal

The DTS portal is home to our knowledge base/FAQ, which includes release documentation. This section includes admin, installation, end-user, solutions, and feature guides. Guides are viewable and searchable within the web browser. Customers can access and view their site folders within the DTS portal.

Unlimited Online Training

Customers also can access our online training catalog that covers numerous topics. Training is self-paced and can be paused and resumed at any time. These interactive courses include quizzes and additional training materials. We issue certificates after completion of a training series. Customers can have separate user accounts for up to 20 concurrent users.

Managed Services

- Initial cloud setup
- Managed services for system and service provisioning requests via phone, email, customer support portal
- Monitoring of our infrastructure for cloud services and components
- Notification of monitored Incidents for our managed systems

Initial cloud setup

We provide infrastructure management for customers using our SaaS (Dispersive-owned and managed cloud infrastructure equipment and services). Our support also includes the provisioning and monitoring of customer systems. These services are described below:

Section 2 | Support Package Services

Dispersive executes the initial cloud provisioning. This includes Dispersive™ Controller default provisioning and backup Controller.

We also commission deflects and deflect pool(s) and provision them per contract requirements and indicated locations of customer premises.

If the customer purchases Web Access gateways (for internet / all services), these also will be commissioned/provisioned by our service group.

Upon initial installation, the customer identifies on which devices it will install the software. The customer must register and provision each of these devices with the Controller. Once a device is registered, a DispersiveCloud™ administrator can provision services for that device immediately.

Managed services for system and service provisioning requests via phone, email, customer support portal

Ongoing provisioning changes follow our standard managed service process. While change requests can be phoned in to our customer support call center, the preferred method is for the customer to enter a managed service request through the support portal.

The customer logs in through the support link on the Dispersive Holdings web page, selects the **Managed Service Change Request** button and completes the service request form. During business hours, this request escalates to a tech support Level 2 engineer, who enters the information into the request template.

After business hours, or if escalation to tech support Level 2 is unsuccessful, the call center enters the request into the template and creates an associated ticket.

After a request template is completed, we create a ticket. This ticket is emailed to support@dispersiveholdingsinc.zendesk.com and our cloud-managed support agents.

We usually support provisioning services only during business hours. However, if an immediate change is needed, such as removing network access for a remote employee about to be dismissed, a critical ticket is entered. We will do our best to accommodate the desired window to complete the request.

Once the request is complete, we update the ticket and send an email to the request originator.

Monitoring of Dispersive Infrastructure for cloud services and components

We actively monitor the connectivity, load, response time, memory and disk usage, uptime, critical process termination, bandwidth, faults, and state of all the cloud components mentioned above.

If we detect an issue that could cause a degradation of service, we immediately take immediate steps to intervene and take steps restore full functionality. However, customers should always report any service issues by creating a ticket through our hotline, customer portal, or email.

Other Support Services

- Standard software product updates and scheduled update announcements
- Solutions consultation during business hours (eight hours per month)
- Warranties and hardware support

Product updates

We supply customers with product software releases that contain functionality additions or issue corrections. We announce and schedule updates through the customer support engineers assigned to each customer.

This information is made available via our ticketing system portal and resulting email. Major functionality releases generally occur twice a year. Issue correction releases occur as necessary based on specific customer situations.

Infrastructure updates requiring customer premise software upgrades are announced and coordinated within the customer-scheduled maintenance window.

Our product software releases are for general availability. We back those releases with technical support and issue fixes for two years, after which no issue fixes will be offered. Customers must upgrade to new product software releases to take advantage of issue resolutions.

Section 2 | Support Package Services

Solutions consultation during business hours

Assisting customers achieve their business objectives is Dispersive's goal. Therefore, Dispersive will provide no-charge customer consultations for eight hours each month. This consulting is provided during business hours. The information they provide includes guidance about adding or extending new services so the customer can successfully increase the capability of existing installed products or determine if new products and software are needed.

If advanced support (such as network design) is required, consulting may be obtained as a professional service for additional fees.

Warranties and hardware support

Our software solutions may include hardware we (or an approved vendor) provide. Warranties of these devices vary per contract. We will assist the customer in determining a hardware defect. If it is determined a defect does exist, we assist the customer with instructions on how to service the unit based on the contractual agreements. Once the equipment is properly serviced, our customer support team continues working with the customer to ensure the equipment is fully functional and back online.

Section 3 | Dispersive Optional Support Services

Dispersive offers the following for additional cost. Pricing can be provided upon request.

Professional Services

- On-site installation
- Network engineering consultation
- Dispersive solutions consultation
- Advanced product training (on-site/hosted)

Hardware and Warranty Options

- On-site spares
- Extended priority product replacement warranty

Section 4 | Using Dispersive Customer Support

4.1 Phone Support

The Dispersive toll-free support hotline is 1-844-403-5851. It's available 24x7x365.

4.2 Customer Portal

4.2.1 Overview

The most efficient and preferred way to engage our technical support team is by logging in to the support portal and creating a ticket.

This portal streamlines the ticket-creation process, enabling customers to contact an engineer as soon as possible. No time is wasted entering information we already have stored in our system. Customers simply:

1. Enter a brief summary explaining the issue.
2. Attach files that may be of use (i.e. logs, screen captures, pcaps, etc.).
3. Submit the ticket.

That's it.

Our technical support team is immediately alerted to the issue. Customers receive live updates as they are available.

If an issue is critical, customers can create their own tickets and then call 844-403-5851.

If any employee needs access to this site but does not have it, the customer should speak to the account manager or email support@dispersiveholdingsinc.zendesk.com

4.2.2 How To Access Portal

Here's how easy it is to create a ticket with this portal:

1. Go to <https://support.dispersive.io>
2. Click the **Submit a request** navigation button at the top of the page (Figure 1).

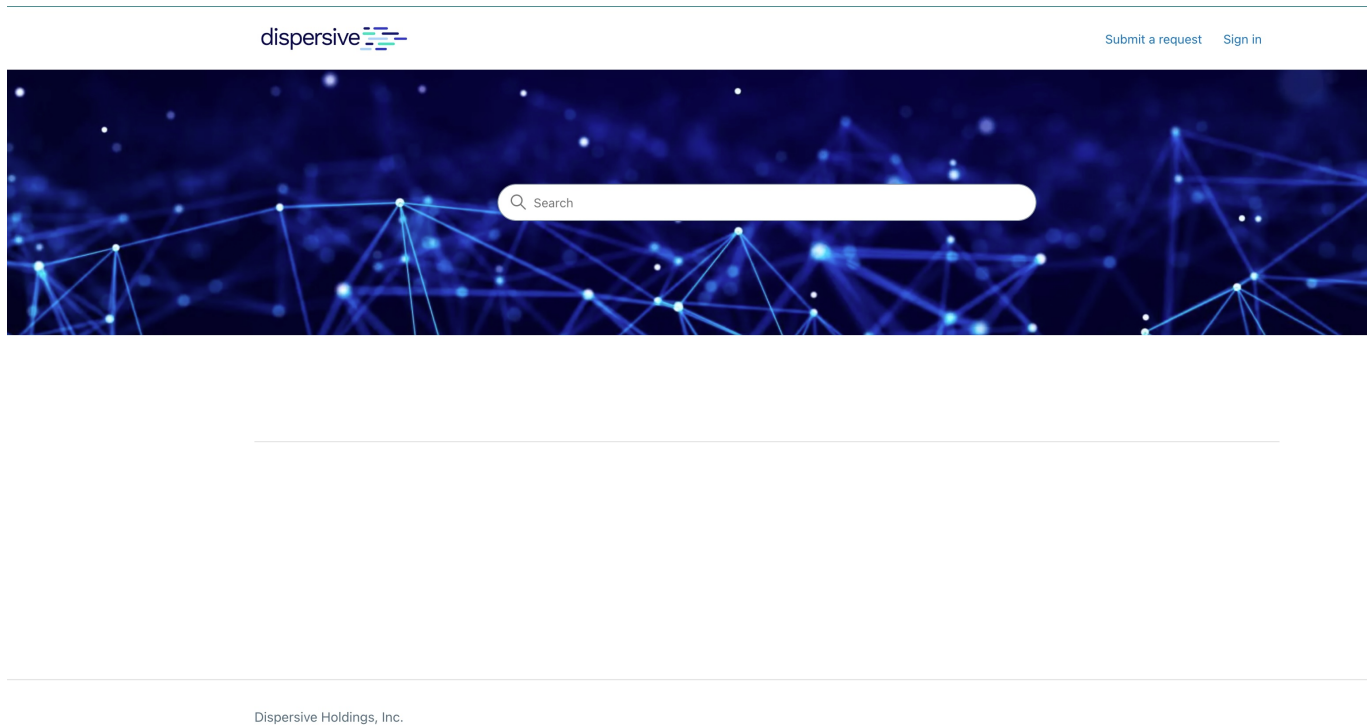
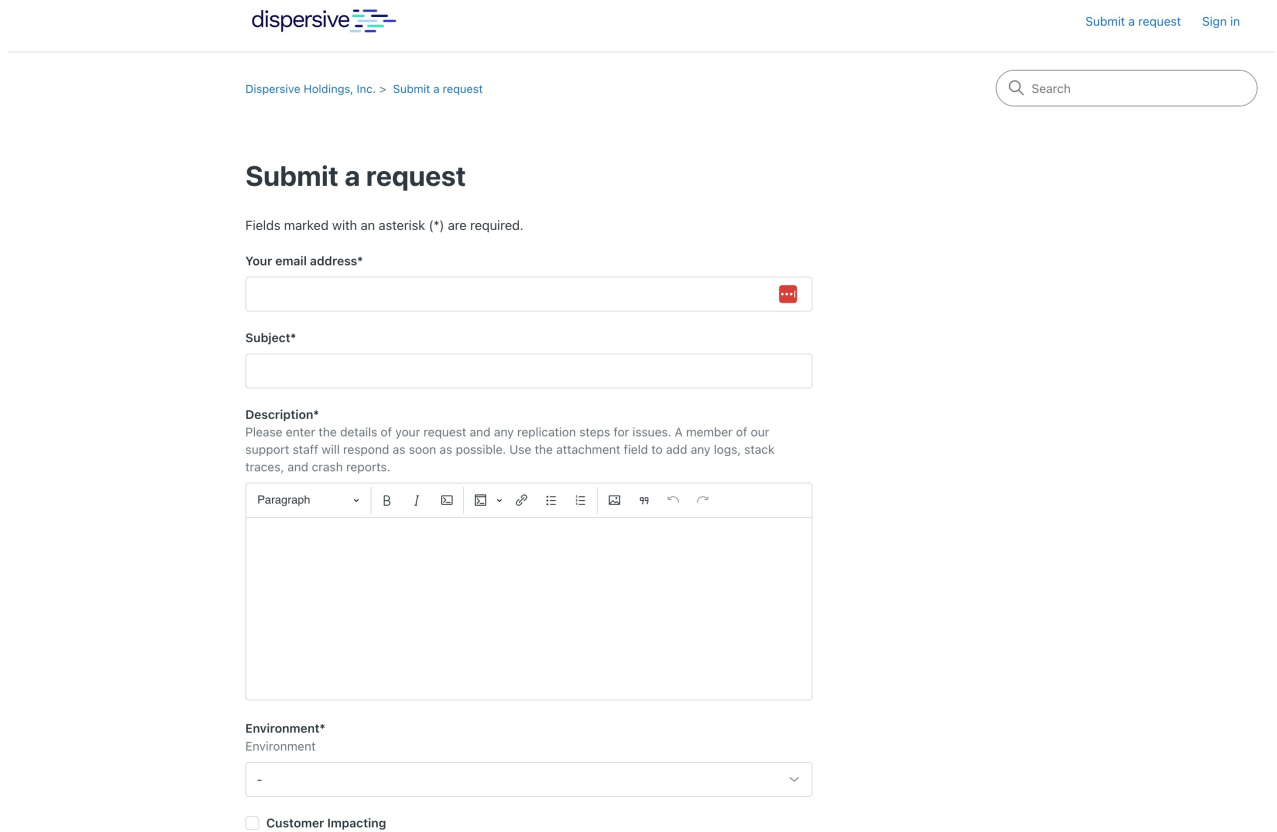


Figure 1

3. Complete and submit the form (Figure 2) and/or Sign in to access your dashboard.



The screenshot shows the 'Submit a request' form in the Dispersive customer support portal. The header includes the Dispersive logo, a 'Submit a request' link, and a 'Sign in' link. Below the header, there is a search bar and a link to 'Dispersive Holdings, Inc. > Submit a request'. The main heading is 'Submit a request'. A note states: 'Fields marked with an asterisk (*) are required.' The form fields are: 'Your email address*' (text input), 'Subject*' (text input), 'Description*' (rich text editor with a toolbar), 'Environment*' (dropdown menu), and a checkbox for 'Customer Impacting'.

Figure 2

It displays an overview of your company's opened tickets, and relevant information (Figure 3 shows a login page.)

Section 4 | Using Customer Support

Sign in to Dispersive Holdings, Inc.

[Switch to agent sign-in >](#)



Continue with MFA

Email

Password



[Forgot password?](#)

Sign in

Emailed us for support? [Get a password](#)

New to Dispersive Holdings, Inc.? [Sign up](#)

Dispersive Holdings Support Portal URL – <https://support.dispersive.io> The support

portal offers our customers significant advantages. A customer can:

- Submit service requests by creating a ticket that focuses not merely on recording an issue, but actually resolving it
- Receive a transparent view of ticket status 24x7x365
- Reduce time waiting for support by uploading helpful information with the request (e.g., network diagrams, specifications or log files)
- Have requests tracked and prioritized in the most efficient manner possible
- Ensure event details are accurately recorded for later referral if needed
- See preapproved metrics and KPIs available at regular intervals
- Know that ticket escalations can be automated per commercial deliverables (Predefined ticket triggers notify our upper management of any delays in the support process)
- Add a note to an existing ticket or reply to a ticket notification email

4.2.3 Create Ticket By Email

An even easier way to create a ticket is via email. Just email support@dispersiveholdingsinc.zendesk.com and a ticket will be auto-created. Our technical support team is immediately alerted to your issue.

4.3 Support Responsibilities and Expectations

Scope of Support

Dispersive customer support assists, troubleshoots and resolves specific issues resulting from use of our products on a supported platform. This platform must meet the technical prerequisites defined or approved by us.

Issues arising from a need for training, implementation services, and customization are not generally included with technical support. These issues may be referred to our professional services and technical training organizations to contract for the services appropriate to the need.

Technical support for supported products is available via a variety of contact methods. They include our customer portal, email, or call center during scheduled hours for supported software versions. We reserve the right to request that a customer upgrade to the current version to resolve a known problem or technical issue.

We generally do not provide support for network outages caused by non-Dispersive products and services.

Dispersive responsibilities

- Dispersive follows processes for the submission, assignment, response, analysis or problem determination, monitoring, and closure or resolution of service requests.
- Should an issue be a previously unknown and unreported defect in our software, our customer support will submit the issue to product development teams for assessment.
- We follow established escalation procedures. Customers can request technical escalation or escalation to management. The customer welcome package provides management escalation contacts.
- Customer premise equipment operating our software will be remotely monitored. If we need further access, customer permission is required.
- We will endeavor to provide knowledge-base documentation to enhance the customer's ability to utilize our products to their fullest potential.

Customer Responsibilities

Support services are subject to customer compliance with the following:

- Compliance with Dispersive policies and documentation relating to the support services and the software and hardware covered by those services.
- Customer must make its authorized users aware of our service desk contact
- Customer personnel must attend train-the-trainer sessions during the implementation phase of Dispersive™ VN software and related solutions.
- Customer personnel must train its authorized users on the Dispersive™ VN software and related solutions and ensure those users have an understanding of how to use them prior to contacting our service desk.
- Customer must provide network connectivity and internet access to the Dispersive™ VN gateway.
- Customer must purchase, install, configure and support network equipment at its location in a configuration described in our documentation.

Customer failure to meet any of the foregoing may adversely impact or prohibit us from providing support services. We will be excused from any failure or delay in providing support services caused by customer failure to comply with the foregoing requirements.

Section 5 | Dispersive™ Virtualized Network Components

Dispersive solutions leverage our Dispersive™ Virtualized Network platform. Dispersive™ VN software components are:

- **Controller:** Server-based network management software that hosts the trusted peer database, stores communication protocols and route information, authenticates all network components and their allowed services/service levels, and tracks mobile devices
- **Client:** Software that allows an edge device to send and receive data via the Dispersive™ VN either within a LAN or from a remote location
- **Web Access Gateway:** Software that enables use of services on hosts outside a Dispersive™ VN
- **Deflect:** Software that relays traffic between Dispersive™ VN clients along the network's independent pathways
- **Gateway:** Software that empowers an edge server to handle communications for multiple devices at a physical location so those devices can send and receive data via a Dispersive™ VN

Section 6 | Revision History

Date of Change	Responsible	Summary of Change
6/23/2023	Timothy Smith, CIO	Initial v1 document
3/01/2025	Timothy Smith, CIO	Updates