CUSTOMER PROGRAM

Support & Maintenance Program

Version 1.2 | November 2026

1. Overview

Modern infrastructure demands more than reactive monitoring. Parlon sees across synthetic tests, network paths, device counters, and GPU fleet health on one normalized data model, in a single console. ML-driven anomaly detection and Alert Auto-Tune™ keep alerts worth acting on. Parlon detects issues in real time, correlates them across layers, and gives teams the context to resolve them before the business feels the impact.

Parlon provides customers with full support throughout their deployment and operational journey. The following support, availability, and service commitments apply to customers as part of their subscription, according to the support tier purchased.

2. Performance Metrics: SaaS-Hosted Platform Only

PERFORMANCE METRIC	METRIC	SLA
Overall SaaS-based platform	Availability	99.95% per month
API response time	P99 latency	Less than 800 ms for paginated endpoints up to 100k assets
Alert evaluation and delivery	Time to notify	Less than 60 seconds from condition violation to notification delivery
System performance	Performance at scale	All metrics are baselined at the maximum monitored asset count per tier

Uptime reference: 99.95% monthly availability permits a maximum of 21.6 minutes of unplanned downtime per month. Availability is measured on a rolling 30-day calendar basis, excluding scheduled maintenance windows.

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3. On-Premises / Air-Gapped Deployments

On-premises and air-gapped deployments are customer-managed. Parlon provides packaged software, installation runbooks, upgrade bundles, and Parlon-assisted upgrade support. Platform availability SLAs do not apply to customer-managed deployments; however, all support response time SLAs apply to product defects and platform issues regardless of deployment model.

4. Support Metrics

SUPPORT FEATURE	DESCRIPTION
Online Incident Management	24×7 access to Parlon's online support portal, including web-based case submission, real-time case tracking, and access to the Parlon knowledge base and documentation library
15 Business Day Integrations	Parlon will onboard a customer-requested integration (SNMP device profile, API connector, or normalization template) within 15 business days of a complete integration request submission
Automatic Platform Updates (SaaS)	SaaS-hosted customers receive automatic platform updates with minimal downtime deployments; release notes are provided in advance for major versions
On-Premises / Air-Gapped Updates	On-premises and air-gapped deployments receive packaged update bundles included in the subscription; upgrades are customer-initiated with Parlon-assisted runbooks

5. Support Response Times

Response time is defined as the time from receipt of a support request to the first substantive response from a Parlon support engineer.

SEVERITY LEVEL	PROBLEM DESCRIPTION	RESPONSE TIME
Critical (P1)	A condition in which all or a critical portion of the Parlon platform is not operational, preventing monitoring visibility across the environment.	**2 Hours**
High (P2)	A condition in which the platform is significantly degraded: one or more core capabilities are impaired, but some monitoring capacity remains available.	**4 Hours**
Medium (P3)	A condition whereby the platform has experienced a partial, non-critical loss of functionality with limited operational impact.	**8 Hours**
Low (P4)	A condition whereby platform functionality is not materially affected, but a configuration question, integration query, or enhancement is desired.	**48 Hours**

6. Severity Level Definitions

P1 6.1 Critical (P1)

Critical production incidents include:

- The Parlon platform UI is completely inaccessible to all users
- All synthetic monitors, SNMP polling, or probe-to-probe tests have stopped executing across the platform
- Alert delivery has completely failed across all notification channels
- The Parlon API is unresponsive or returning 5xx errors for all requests
- ClickHouse metric storage is unavailable, resulting in data loss or data gaps
- Complete loss of NetFlow ingestion or telemetry collection across all collectors

P2 6.2 High (P2)

High priority incidents include:

- Multiple monitors or probe sites have failed to execute or report
- Alert notifications are failing for one or more delivery channels (Email, Slack, PagerDuty, Teams, Webhook, SMS)
- NetFlow or SNMP collection has stopped for a significant subset of devices
- Dashboards or reports are failing to render or load metric data
- ML anomaly detection or change-point analysis has stopped processing
- Performance significantly degraded beyond documented SLA targets
- Multi-tenant data isolation concern or suspected cross-tenant data leakage

P3 6.3 Medium (P3)

Medium priority incidents include:

- Issues isolated to non-production or staging environments
- UI performance degradation with limited operational impact
- A single integration, collector, or device type experiencing collection errors
- Report scheduling or delivery failures for non-critical reports
- Integration requests for new device profiles, API connectors, or normalization templates
- Branding, theming, or tenant configuration issues
- Edge probe connectivity or deployment issues affecting a single site

P4 6.4 Low (P4)

Low priority incidents include:

- Questions on configuring monitors, probes, or alert policies
- Queries on using the Parlon API or webhook integrations
- Questions on setting up SSO, LDAP, OIDC, or SAML identity providers
- Requests for guidance on ML analytics sensitivity tuning or alert auto-tuning

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- Documentation clarification or feature usage questions
- Enhancement requests or product feedback

7. Included Support Capabilities

All Parlon subscriptions include access to the following platform support capabilities:

- **Onboarding session:** a live walkthrough to get you configured from day one
- **Documentation library:** guides, API reference, and deployment runbooks at docs.parlon.io
- **Smoke-test suite:** validate your deployment is healthy after every update
- **Air-gapped support:** offline probe installers and packaged updates for on-premises deployments
- **Audit logs:** full history of every platform action, exportable for compliance

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