

# Splunk Synthetic Monitoring & Web Optimization Support Information

## Interim Statement

All current Support terms will remain the same throughout the term of your current subscription. Starting August 1, 2021, all new purchases or renewals of Splunk Synthetic Monitoring will have transitioned to Splunk Support offerings. Customers can find the SLOs for our offerings on Splunk's Support Programs [page](#)\*.

*\*Customers who purchased Splunk Synthetic Monitoring and Web Optimization prior to August 1, 2021 will continue to be supported under the existing prior contractual support terms, listed below, until further notice.*

## Technical Support for Synthetic Monitoring and Web Optimization

Technical Support is exclusively available to customers who have a current active subscription to Synthetic Monitoring and Web Optimization.

Service Requirements:

- (1) Splunk shall provide chat and email support during business hours with telephone and screen share by request on a per issue basis including 24x7 access to technical support bulletins and other user support information and forums to the full extent Splunk makes such resources available to its other customers.
- (2) Targeted response times are based on severity issue as follows:

Issue Severity	Response Time Targets
Service Disruption: Service inaccessible and unusable	Email acknowledgment sent within 2 hours of notification of confirmed disruption.
Critical: Important features unusable	Email response within 4 hours during business hours, within 24 hours outside of business hours.
Standard: Features not operating as documented	Email response within 24 hours during business hours.

## Contact Information

Email: [support@rigor.com](mailto:support@rigor.com) Portal: [Accessible InApp](#) Chat

**Standard business hours are Monday – Friday, 9am EST – 6pm EST**