

# Splunk Synthetic Monitoring & Web Optimization Support Information

## Working with Technical Support

### Interim Statement

We are providing this guidance for our Synthetic Monitoring and Web Optimization support offerings as we work through fully integrating our Support environments. Our goal is to provide our customers the best possible experience as we work through this period. This information is subject to change as we further integrate with the broader systems. Please note that the information provided on the Splunk Support Programs [page](#) does not currently apply to Synthetic Monitoring and Web Optimization products. Should any Rigor cases be opened during this interim period in the Splunk Support portal, we will redirect them to the appropriate team.

### 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 24×7 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:

Severity of Issue	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**