

Customer Support Policy

Last updated August 7, 2026.

Expert technical support is included with every Nasuni subscription, backed by a globally distributed team of support engineers.

/ HOW TO REACH US

If something is wrong, don't wait.

Open a Case	support.nasuni.com
Email	support@nasuni.com
Phone — Sev 1 (24/7)	US +1 857 444-8400 UK +44 20 8158 3080 DE +49 32 223270044
	AU +61 2 4062 9333 SG +65 3105 1370 IN +00 08 000 50371
	CN +86 400 842 7794 NZ +64 9 888 4052

/ WHEN YOU CONTACT US

When you contact us, you reach engineers who work on Nasuni products every day — not generalists reading from a script. Every case has an owner who stays with it from first contact to resolution. The information in this section applies to all Nasuni products other than Resilio; see the last section of this policy for information on Resilio support.

What to Expect

Severity	Situation	Initial Response
Sev 1 -- Urgent	Data is inaccessible or your environment is down	2 hours, 24/7. We stay on it until resolved.
Sev 2 -- High	Degraded performance impacting your business	2 business hours. Regular updates until resolved.
Sev 3 -- Important	Low-impact issue, workaround exists, or general how-to question	4 business hours.

Severity 1: Phone support is available 24/7/365.

Severity 2 and Severity 3: Support is available from Sunday at 7:00 PM ET through Friday at 7:00 PM ET via the Nasuni Portal, email, and phone. Support is unavailable for these severities over the weekend.

/ GET YOUR CASE RESOLVED FASTER

The more context you give us upfront, the faster we move. When you open a case, include:

- What happened, and when did it start
- How many users are affected
- Your Nasuni appliance name and/or serial number
- Any error messages or notifications you've received and steps you've already tried

/ SELF-SERVICE RESOURCES

Available to you at no charge, any time:

Nasuni Portal: <https://portal.nasuni.com>. The Nasuni Portal is Nasuni's centralized management platform. Manage your account, appliances, cloud services, software downloads, licensing, users, and administrative settings in one place.

Nasuni Docs: <https://docs.nasuni.com>. Contains guides, release notes, API references, and configuration walkthroughs for every Nasuni product.

Nasuni Community: <https://community.nasuni.com>. A community of Nasuni customers sharing solutions, best practices, and real-world experience. Search the community for solutions shared by other Nasuni customers — you may find an answer before opening a support case.

/ ESCALATION

If things aren't moving fast enough, tell us. Ask your engineer to involve a Support Manager, or email support@nasuni.com with your case number, and we'll ensure the appropriate team is engaged.

/ RESILIO

The following provisions apply only to customers using Active Everywhere (Resilio) and require an active, paid Resilio Platform. To submit a support request from the Management Console:

1. Click in the top-right corner of the Console and then click in the Contact Support section.
2. Click Create Support Case.
3. Follow the wizard to submit a support request.

To submit a support request from the Resilio Agent (6.0 or higher ONLY):

1. Access the support case submission form:
 - **Windows:** Press and hold [Shift] key, then right-click the Agent UI icon in the system tray and select Send support request.
 - **macOS:** Press and hold [Option] key, then click the Agent UI icon in Menu Bar and select Send Support Request.
2. Provide a summary of the issue that includes the information in the "Get Your Case Resolved Faster" section above.
3. Select a time range for relevant logs, then click Submit.

You may also open a ticket using the Resilio Submit Ticket Form located at <https://www.resilio.com/documentation/content/troubleshooting/collecting-debug-information/getting-help-and-contacting-support/#online-form>.

Support Tiers

#	Item	Sync Business	Platform Standard	Platform Enhanced	Platform Premium
1	Remote Installation Assistance (once per term)	—	✓	✓	✓
2	Remote Deployment Assistance (once per term)	—	—	✓	✓
3	Remote Configuration and/or Upgrade Assistance (once per term)	—	—	✓	✓
4	Custom Builds ahead of point release schedule (once per term)	—	—	—	✓
5	First response — Level 1–4 tickets	5–7 days (business hours)	Next business day	12 hours (business hours)	8 hours (24/7)
6	First response — Level 5 tickets	N/A	8 hours (business hours)	8 hours (24/7)	2 hours (24/7)
7	Debug analysis ETA — regular ticket	N/A	72 hours (business hours)	48 hours (business hours)	24 hours (24/7)
8	Debug analysis ETA — critical ticket	N/A	8 hours (business hours)	8 hours (24/7)	8 hours (24/7)

Business hours: 5:00 UTC to 20:00 UTC, Monday through Friday.

Note: For Sync Business tier, Resilio does not guarantee a non-automated response within 5–7 days. Sync Business users may also use the Resilio Forum for peer assistance; responses there are not from Resilio support staff.

What's included in each tier

Remote Installation Assistance includes: Management Console installation; up to 5 agents installed and connected; configuration of 1–2 sample jobs; network configuration consultation.

Remote Deployment Assistance includes: Management Console installation; up to 25 agents installed; advanced configuration including automated installation, profile configuration, and automated configuration using tags; cloud storage configuration for up to 2 targets; configuration of up to 5 production jobs; up to 5 job profiles and/or agent profiles.

Remote Configuration and Upgrade Assistance includes (all one-time): adding/removing Management Console, Tracker Server, and agents; reconfiguring production jobs; upgrading the Management Console build; assisting with agent build upgrades.

Severity Level Definitions

Submit tickets via the Active Everywhere Management Console 'Contact Support' form — this is the recommended method as it allows you to submit logs directly, which speeds up resolution. Direct email support is not available; issues reported by email may result in no response or significant delays.

Level	Name	Definition	Examples
0	Additional Debugs	Supply additional debugging information (logs, dumps, screenshots) for an already-reported issue.	A support representative has asked for additional logs not included in the initial submission.
1	Low	Request for information, questions, or feature requests.	Questions about capabilities, navigation, installation, or configuration.
2	Configuration	Something is not working correctly, likely related to configuration.	Minor loss of functionality; 'how-to' questions; bugs affecting a small number of users.
3	Important	An issue that has little or no business impact.	Performance issue affecting some users. Short-term workaround available but cannot be scaled.
4	Urgent	An issue significantly affecting functionality with no workaround.	Major functionality impacted or significant performance degradation. Issue is persistent and affects many users. No reasonable workaround available.
5	Critical	The issue severely affects all users and is mission-critical. Business has dedicated resources standing by.	Critical production outage affecting all users. System unavailability or data integrity issues with no workaround.

Important note for Severity 5: If you file a Severity 5 ticket, you or a designee must be available for the next 2–8 hours to work with the support team. If you cannot guarantee availability, please file Severity 4 and note when your team will be available.

Additional notes

- Submit a separate ticket for each unique issue. Each ticket represents a single issue or a set of questions about a single topic.
- Each customer may designate up to 5 trained representatives who may submit support tickets.
- All tickets must be assigned a severity level at submission.