



NetSpeak Support Processes and SLAs

NETSPEEK – FOR EXTERNAL RELEASE

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EXTERNAL-FACING DOCUMENT NOTICE

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Version History

Date	Author(s)	Version	Changes
February 2026	Spencer Wise Osman Bicakci	1.0	Foundational document

Document Objective & Scope

NetSpeak is an intelligent platform that provides automation, device management & control, and network-based assistance.

This document provides a high-level overview of how we support our customers and partners, and sets expectations for responses to questions or problems that may be encountered when using NetSpeak solutions.

Support Terminology Definitions

Glossary of Support terms

Online resources: NetSpeak provides documentation regarding integrations, supported devices and controls, and other topics on our support portal:

<https://support.lena.netspeak.ai/servicedesk/customer/portals>

In-product assistance: NetSpeak provides tutorials, tooltips, and other built-in usage guidance within the Lena platform's web interface.

Initial Response Time: This is defined as the time between the NetSpeak support team's receiving a support request, and the first response to the request by a NetSpeak support representative. Expected response times are based on the severity level of the reported problem, as defined later in this document.

- Please note that response time goals are for expectation-setting guidance only; these goals are not subject to financial penalty and NetSpeak will not be liable if these targets are not met, unless specifically contractually stipulated in your subscription agreement.

Support Level Definitions

Level 1 Support serves as the first point of contact for a reported problem, and will gather information about the customer, the nature of the problem, determine problem severity level, and identify if the problem can be addressed by guiding the customer to existing documentation. Depending on the nature of the problem, Level 1 Support may also undertake some basic troubleshooting, and refer the problem to a higher level of support if needed.

While NetSpeak may use a combination of human technicians and AI systems across all levels of Support, we expect much of Level 1 Support to be conducted by automated systems.

Level 2 Support includes experienced support specialists who perform technical analysis and advanced troubleshooting. When Level 2 is engaged, they may verify or refine the problem statement as interpreted by Level 1, and may ask further questions in the course of investigating the reported problem.

While NetSpeak may use a combination of human technicians and AI systems across all levels of Support, we expect much of Level 2 Support to be conducted by human technicians.

Level 3 Support represents the highest level of technical support, and this organization works closely with NetSpeak Engineering to investigate and resolve problems which may necessitate software development participation to resolve product defects (software bugs) or make changes or improvements to platform features.

While NetSpeak may use a combination of human technicians and AI systems across all levels of Support, we expect most of Level 3 Support to be conducted by human technicians.

Severity Level Definitions

Severity 1: A production deployment* of NetSpeak is experiencing a problem with critical impact on the customer's business operations, with multiple rooms/systems affected. Example: The NetSpeak platform is having an outage wherein users cannot access the system, or the platform is not operating at all.

*The term "production deployment" throughout this section means use of NetSpeak in spaces relied upon for business activities - a lab or testing environment would not qualify.

Severity 2: A production deployment of NetSpeak is significantly degraded in usability, with impact to the customer's business operations. Example: Performance degradation of the NetSpeak platform is resulting in slow/delayed issuance of commands, or slow responses to Knowledgebase/Chat interactions.

Severity 3: A production deployment of NetSpeak is degraded but most business operations are functional, or a reasonable workaround exists in the NetSpeak platform. Example: A

configuration problem is preventing a small number of rooms from being administered via the NetSpeak platform.

Severity 4: A production deployment of NetSpeak is experiencing a minor problem with little or no impact to the customer's business operations. Example: A user interface element has a typographical error in a label.

All problems reported from non-production environments (such as labs or other testing environments not used for customer's business operations) will be considered by default as Severity 4.

Contacting NetSpeak for Support

Who can contact NetSpeak to request support: Members of a NetSpeak customer's IT team who are responsible for the spaces and components administered by NetSpeak, OR a support partner working with the above team with similar access and responsibilities.

Why?: The NetSpeak Support team will engage in a troubleshooting process that may require information about the customer's environment (for example equipment configurations, network topology, or log downloads) and as such it is essential that NetSpeak Support can interact with customer team personnel who can understand the requests made and contribute to a constructive dialog to resolve the reported issue.

For clarity: If an end user who is not part of the customer's IT team contacts NetSpeak to request support, in most cases they will be directed to reach out to their internal helpdesk / IT support path.

How to make contact: NetSpeak Support requests can be opened on the support homepage: <https://support.lena.netspeak.ai/servicedesk/customer/portals>

Customers can also open support tickets by emailing: support@netspeak.com

What information to provide: The more clear, detailed, and accurate the initial reported problem is, the more quickly we can help. Suggested information to provide during the initial creation of a support request includes:

- Clear description of the problem and any available steps to reproduce
- When the problem was first identified / when the desired functionality last worked successfully
- Names of rooms / components involved in the problem
- Scope of the problem (does it impact one device/room or hundreds of devices)
- Troubleshooting steps attempted prior to requesting support
- Images/screenshots or video recordings demonstrating the problem

SLA and Response Expectations

Support for the NetSpeek platform is provided at no additional charge exclusively to customers maintaining an active, paid commercial platform subscription. All Support resources (including direct assistance from qualified Support personnel, in-product help features, knowledge base access, and related documentation) are integral components of the subscription and are not offered or monetized separately.

Support availability is limited to standard business hours, as defined in the NetSpeek Terms of Service, and is provided in accordance with, and subject to, the applicable fair use provisions set forth therein.

NetSpeek reserves the right, at its sole discretion, to modify, update, suspend, or discontinue any aspect of its Support services, policies, availability, or scope at any time, with or without prior notice, including updates to business hours, response targets, and fair use parameters. Continued use of the platform following any such changes constitutes acceptance of the updated terms.

The table below describes the expected responses times and resolution targets for reported issues by severity. Unless contractually stipulated to have financial implications, these metrics should be considered as guidance for expectations which NetSpeek will make a good-faith effort to achieve, but are not subject to clawbacks or any financial penalties.

Severity	Initial Response Target	Resolution Target
Sev1	1 hour (24x7)	4 hours (updates every 2 hours)
Sev2	1 hour (Weekdays 9-6 EST)	8 hours (Weekdays 9-6 EST)
Sev3	4 hours (Weekdays 9-6 EST)	24 hours (Weekdays 9-6 EST)
Sev4	8 hours (Weekdays 9-6 EST)	72 hours (Weekdays 9-6 EST)

As of this publication, NetSpeek Support, Operations, and Engineering personnel are based in the United States, and support is officially provided exclusively in the English language. To discuss alternate arrangements (for geographic or time zone coverage, language support, onsite personnel, or other needs) please contact your NetSpeek Sales representative to discuss your needs in detail, and to determine if a NetSpeek support partner may be appropriate.

NetSpeak's Support Process

Issue Investigation and Clarification

During the process of a support investigation, the NetSpeak Support team will need to obtain information about the problem and environment, which may include but is not limited to network topology, the results of diagnostic tests requested by NetSpeak support, and in some cases physical verification of device functionality (for example, if the evidence points to the likelihood of a cable or power supply being physically damaged or disconnected).

This troubleshooting process is undertaken to define the problem scope, isolate variables, and restore expected functionality as quickly as possible. NetSpeak Support expects the customer to be cooperative, responsive, and respectful in the process of diagnosis and resolution.

Resolution Process and Communication

NetSpeak Support, and when necessary NetSpeak Engineering, will use commercially reasonable efforts to investigate a problem, provide regular updates to the customer(s) reporting the problem, and when necessary make improvements to the NetSpeak platform itself.

In the event that a reported problem is determined to be a software defect (bug), we will strive to provide a workaround, corrective software update, and/or other feature improvement, as determined to be appropriate by NetSpeak. The actual resolution time for such issues will vary based on the nature of the problem, and the complexity of developing, testing, documenting, and releasing new software. The implementation details of such corrective software, as well as the development and release timeline, can be influenced by customer input but will ultimately be NetSpeak's responsibility.

Appendix A

Useful Links and Support Documentation

Platform Status Page: <https://status.netspeak.ai/>

NetSpeak primary website homepage: <https://www.netspeak.ai/>

NetSpeak resources (release notes, blogs, security documentation, and more):
<https://www.netspeak.ai/resources>

Support documentation and ticket creation portal:
<https://support.lena.netspeak.ai/servicedesk/customer/portals>

Terms of Service: <https://www.netspeak.ai/terms>

Privacy Policy: <https://www.netspeak.ai/privacy>

Support Policy:
<https://support.lena.netspeak.ai/servicedesk/customer/portal/1/article/378404866>

Appendix B

Software Support Policy

The majority of the software developed and released by NetSpeek is managed by our Engineering team within our cloud infrastructure. However, certain components of the NetSpeek solution reside within customer-controlled environments.

To ensure platform integrity, security, and compatibility, NetSpeek deployments must remain within two (2) minor releases of the current Generally Available version. Support is provided for the current release and the immediately preceding minor release, with limited security and critical stability support for second prior minor release. Versions beyond this window are considered End-of-Support and may no longer receive updates, fixes, or SLA-backed support.

Auto-update functionality is enabled by default for NetSpeek software where it is needed to ensure timely delivery of security patches, dependency updates, performance improvements, and AI orchestration enhancements. Customers may request temporary deferral of updates; however, NetSpeek reserves the right to require updates where necessary to maintain security, compliance, or platform reliability.

NetSpeek supports only versions that meet current security and compliance standards. If a deployed version is determined to present material security risk (including exposure to critical vulnerabilities, use of unsupported dependencies, deprecated cryptographic standards, or other compliance-impacting conditions) an upgrade may be required in order to maintain support eligibility.

There may also be compatibility considerations related to firmware versions or APIs of third-party devices orchestrated by NetSpeek. Where incompatibility arises due to outdated or unsupported third-party firmware or API versions, NetSpeek may request alignment with supported versions. Such requests will take into account the customer's upgrade policies, the third-party manufacturer's lifecycle policies, and the operational impact to the customer environment.

Practically, we recognize that software interoperability within hybrid device ecosystems may involve nuanced trade-offs. NetSpeek does not intend to require component upgrades without clear technical, security, or operational justification. Our goal is to balance platform integrity, customer stability, and compliance obligations through reasonable and transparent lifecycle management.



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