



# LogicMonitor technical support



SUPPORT PACKAGE		BASIC	ENHANCED	PREMIER	FedRAMP SUPPORT
Self-help resources		✓	✓	✓	✓
Support portal		✓	✓	✓	✓
Account familiarity		⊖	⊖	✓	✓
Initial response times (Inbound tickets)	Urgent (L1)	2 hours	1 hour	1 hour	1 hour
	High (L2)	12 hours	4 hours	4 hours	4 hours
	Normal (L3)	24 hours	8 hours	8 hours	8 hours
	Low (L4)	48 hours	12 hours	12 hours	12 hours
Communication channel	Ticket	✓	✓	✓	✓
	Availability	24x7	24x7	24x7	24x5
	Chat	⊖	✓	✓	✓
	Availability	Not included	24x7	24x7	24x5
	Outbound screen share	⊖	✓	✓	✓
	Availability	Not included	24x7	24x7	24x5
	Inbound phone	⊖	⊖	✓	✓
Availability	Not included	Not included	24x7	24x7	
Support team		Standard	Standard	Premier	FedRAMP
Health Check		⊖	✓	✓	✓
Health Check Remediation Assistance		⊖	⊖	✓	✓
Pro-active support		⊖	⊖	✓	✓

LogicMonitor is committed to offering the best service for our customers which not only includes our continual platform updates but our world-class support as well. We have a variety of packages to meet your team’s unique needs, so you can rest easy.

## Support Packages

LogicMonitor offers three distinct support tiers—Basic, Enhanced, and Premier—designed to meet the unique needs of our commercial customers. Each tier provides increasing levels of service to ensure your organization gets the right level of support.

Additionally, we offer exclusive support for FedRAMP customers, delivering specialized assistance tailored to compliance and security requirements.

The table shown here outlines the features included in each package.

# Support feature descriptions

## Account familiarity

**Note:** This feature applies only to users with a Premier or FedRAMP support package.

A Customer Success Manager and Premier Support Engineer will schedule an Account Familiarity session with you to capture details about your LogicMonitor account. Information gathered from this session, as well as ongoing support interactions, will be noted in our internal customer knowledge base that help our Premier Support team members develop an understanding of the nuances of your accounts, customizations, or any challenges may have been encountered in the past which can be used to help reduce the resolution time of future support requests.

## Identify named contacts

Identify your four named contacts, who will be authorized to make inbound phone calls to the Support teams. Named contacts must be LogicMonitor Certified Professionals with administrative access to the account.

## Document account details

An important part of our Premier account management is to gather information relative to your LogicMonitor environment so that our team becomes more knowledgeable about your account, usage pattern, and other specific configuration settings that will help us provide higher-quality support moving forward. Details to be noted include any custom solutions that have been purchased through Professional Services, integrations in use, critical customizations to the account, collector deployment caveats, and other pertinent information Support should be made cognizant of.

## Open case review

A review of any open or long-standing issues impacting Premier customers will be conducted. Any existing open support cases opened with Standard Support team will be transferred over to Premier Support Engineers for on-going ownership and resolution.

## Review support channels and processes

A review of current processes for contacting support relevant to Premier Support customers including: Chat Channel, Inbound Phone Calls, Ticket Portal, Escalations, scheduling, and after-hours availability.

## Dedicated support channels

**Note:** This feature applies only to users with a Premier or FedRAMP support package.

You have dedicated communication channels that route your requests directly to the Premier Support team **24x5**. To maintain 24x7 availability, Premier Support requests made outside of the hours of Premier Support team availability will be routed to the Standard Support channels at a higher priority for assistance. If the request is urgent in nature, the Standard Support team will be capable of escalating Premier Support requests to the On-Call Premier Support Engineer.

**Note:** If specific coverage is required outside of the regular hours of availability, time can be scheduled in advance with Premier Support engineers for specific tasks best reserved outside the normal business hours or work week. This is subject to scheduling and availability and requires at least 1 weeks notice for confirmation.

## Health Check

**Note:** This feature applies only to users with Enhanced, Premier, or FedRAMP support packages. Health Checks are not included in Basic Support.

Health Checks are an assessment of your account to provide actionable recommendations for improving LogicMonitor configuration and feature usage. Health checks are a great preventive tool for identifying misconfigurations or inefficiencies within your account that could lead to potential interruptions or missed notifications.

Health Checks typically cover the following focus areas:

- Alert settings
- Alert volume
- Collectors
- Dashboards
- Devices
- Integrations
- LogicModules
- Reports
- User access
- Website

## Health check remediation assistance

**Note:** This feature applies only to users with a Premier or FedRAMP support package.

You have the option to get Remediation Assistance on recommendations identified during the Health Check assessment. Premier and FedRAMP Support customers may schedule up to (three) 2-hour working sessions/ per quarter with a Premier Support Engineer who can advise on best practices and aid with remediation on flagged focus areas.

## Pro-active support

**Note:** This feature applies only to users with a Premier or FedRAMP support package.

For our Premier and FedRAMP customers we offer the option to Opt-In to Pro-active Support, in which your accounts are monitored for significant changes and other activity that might be beneficial for administrators to be aware of. LogicMonitor Premier Support Engineers will do regular checks on a set of predefined items for your accounts. If any concerns are identified, a support ticket will be opened on your behalf to highlight the concern with options to assist with resolving. Examples of items to be monitored include, but are not limited to:

- Spikes in alert activity across the account
- Increased number of dead collectors within the account
- Significant variances in the number of resources within the account
- Outdated Core LogicModules in use
- No Data being collected on critical devices
- Checks for Known Bugs impacting customer accounts





# Communication channels



## Chat

Chat is the primary communication channel for customers on a paid Support package from the LogicMonitor Support Portal located at <https://support.logicmonitor.com>. LogicMonitor has recognized online chat to be the most effective channel for troubleshooting customer issues; allowing LogicMonitor Technical Support Engineers (TSEs) to work real time with our customers while being able to share artifacts that make the troubleshooting process more efficient. Artifacts such as screenshots, log files, code snippets, etc., can all be uploaded and shared real time within the chat interface; resulting in a faster resolution. Requests for support via chat are handled on a first-come-first-serve basis.



## Support ticket

Support tickets can be created by customers on all Support packages from the LogicMonitor Support Portal located at <https://support.logicmonitor.com>. In the event of a Service Disruption, in which customers cannot access their account, support tickets can still be submitted through the Support Portal. Urgent priority tickets are managed at the highest priority over any other communication channel (chat, phone, other ticket priorities), and should be reserved for items that are severely impacting customers' accounts. To help us resolve requests in a timely manner, customers should provide as many details as possible about their request, including specific examples of target areas to investigate or attaching any relevant screenshots and log files.



## Screen share (Outbound)

LogicMonitor Support utilizes screen shares to work with our customers on requests that are sometimes best handled outside of text format or need a more guided approach. Customers on a Paid Support package may request an outbound screen share with a LogicMonitor Technical Support Engineers (TSEs) once they have reached out to coordinate via one of our other communication channels (Chat or Support Ticket) and have provided a summary of the issue.



## Phone call (inbound)

Inbound phone calls to Support are available only to customers on a Premier or FedRAMP support package. Premier and FedRAMP Support customers will receive a phone number to contact LogicMonitor Support, which can be used by authorized named contacts identified during the Account Familiarity process.



## Status page

LogicMonitor maintains an external Systems Status Page to keep customers informed of service disruptions. It is highly recommended that our customers subscribe to our status page so that they are notified as soon as possible when LogicMonitor is experiencing technical difficulties. Initial updates are posted as soon as issues are identified and updates will be provided throughout the Service Disruption until resolution.

# Issue severity levels

LogicMonitor is committed to provide outstanding, responsive Support and will make reasonable efforts to meet the target initial response time for the applicable severity or priority levels. Initial responses provided will be meaningful and related to the inbound support request. Response times are for initial response and acknowledgment of inbound requests; they are not meant to imply time to resolve the request. As highlighted in the following table, issues are assigned one of four severity levels.

SEVERITY	DESCRIPTION	EXAMPLES
<b>Urgent (L1)</b>	Usage of LogicMonitor is severely impaired to the degree that the product is unusable.	<ul style="list-style-type: none"> <li>• Portal is unreachable</li> <li>• Performance performance is degraded to a degree severely impacting overall usability</li> <li>• Multiple alerts generated where data does not indicate breach of configured thresholds, or valid alerts failed to generate in-portal</li> <li>• Total loss of monitoring, data ingestion, or processing for resources, LM logs, or websites</li> <li>• Multiple “Collector Down” alerts simultaneously</li> </ul>
<b>High (L2)</b>	<p>Issues with the product that are causing previously working conditions to fail, or that degrade the ability of LogicMonitor to perform primary Observability functions.</p> <p>Issues affecting multiple resources.</p>	<ul style="list-style-type: none"> <li>• Any alert generated where data does not indicate breach of set thresholds or valid alert failed to generate in-portal</li> <li>• Issues affecting documented API endpoints</li> <li>• Loss of monitoring or data ingestion for a subset of resources, LM logs, or websites</li> <li>• Loss of historical data</li> <li>• Collector performance issues impacting multiple collectors</li> <li>• Issues causing a limited performance impact within the LM portal or affecting resources, LM logs, or websites within the portal</li> <li>• Collected data fails to plot to graphs and widgets</li> <li>• Total failure of any individual LogicMonitor feature</li> </ul>
<b>Normal (L3)</b>	<p>Issues regarding product configuration or with establishing new monitoring for Resources, LM Logs or Websites.</p> <p>Issues affecting a single resource.</p> <p>Performance degradation in functionalities secondary to Observability</p>	<ul style="list-style-type: none"> <li>• Issues affecting a single resource, website, collector, dashboard/widget, report, or LM log</li> <li>• Alert generates in portal but notification fails to route properly</li> <li>• Issues applying monitoring or adding new resources</li> <li>• Issues causing a minimal impact to usability of the LogicMonitor Portal but not impacting Monitoring or Alerting</li> </ul>
<b>Low (L4)</b>	Questions of a more general nature or issues not directly impacting product usage.	<ul style="list-style-type: none"> <li>• General questions regarding monitoring availability or product functionality</li> <li>• Requests for new features</li> <li>• Requests for best-effort assistance with graph, report, or expression tuning</li> <li>• Mobile app issues</li> <li>• Other issues not impacting product usability</li> </ul>

**Warning:** Severity levels (and their associated response times and escalation procedures) do not apply to feature or UX requests, LogicModule creation requests, misconfiguration errors, bugs not impacting performance/functionality, product training, or Professional Services engagements.

## Premier Support Team Availability

**Note:** This feature applies only to users with the Premier support package.

You will have direct access to the Premier Support team **24x5**, excluding LogicMonitor company holidays per region. Outside these hours of availability, when the Premier Support team is not available, Premier Support customer requests are handled by the Standard support team. 24x5 coverage begins every Sunday at 07:00PM CST and closes every Friday at 06:59PM CST (Monday 12:00AM to Friday 11:59PM UTC).

## FedRAMP Support Availability and Coverage

The FedRAMP Support tier provides dedicated assistance for government and regulated customers. Inbound phone support is available 24x7, ensuring continuous access to technical expertise when it's needed most. Ticketing, chat, and outbound screen sharing are available 24 hours a day, Monday through Friday, to support operational needs. While initial coverage is limited, future enhancements will further expand support availability.

### US holidays

New Year's Day  
Martin Luther King Jr. Day  
President's Day  
Memorial Day  
Juneteenth  
Independence Day  
Labor Day  
Veteran's Day  
Thanksgiving Day  
Day After Thanksgiving  
Christmas Day  
Christmas Eve

### EMEA holidays

New Year's Day  
Good Friday  
Easter Monday  
May Bank Holiday  
Spring Bank Holiday  
Summer Bank Holiday  
Christmas Day  
Boxing Day

### APAC holidays

New Year's Day  
Chinese New Year  
Good Friday  
Labour Day  
Hari Raya Puasa  
Vesak Day  
Juneteenth  
Hari Raya Haji  
National Day  
Deepavali  
Christmas Day

## Limitations of support

### Support does not include:

- Development of custom scripts, LogicModules, or integrations with third-party applications.
- Inbound Phone Support for customers not on a Premier Support package and users other than the designated contacts identified during Account Familiarity processing.
- Support for custom solutions developed by the customer or delivered by LogicMonitor Professional Services and its partners.
- Support, analysis of, or troubleshooting third-party vendor add-ons or products.
- Collectors that are installed on operating systems that are end of life. LogicMonitor follows the Microsoft Lifecycle Policy ("Extended Support End Date") and the Red Hat Enterprise Linux Life Cycle ("End of Maintenance Support 2 (Product retirement date) when determining which Windows and Linux server operating systems are supported for Collector installation. For more information, see [Installing Collectors](#).
- Feature requests, product improvements, or additional commitments from the product or development teams.
- Non-English language support.
- Providing remote administration or taking control of a customer's environment to perform installations, configurations, or adjustment to resources outside of the LogicMonitor platform.
- On-site support at the customers location.

## About LogicMonitor®

LogicMonitor's SaaS-based observability and IT operations data collaboration platform helps ITOps, developers, MSPs and business leaders gain visibility into and predictability across the technologies that modern organizations depend on to deliver extraordinary employee and customer experiences. LogicMonitor seamlessly monitors everything from networks to applications to the cloud, empowering companies to focus less on troubleshooting and more on innovation. For more information, visit [www.logicmonitor.com](http://www.logicmonitor.com).

