Global Customer Support

At Nozomi Networks, we are committed to delivering world-class technical support to help resolve issues faster and keep your operations running smoothly.

We offer a premium level support experience with enhanced response objectives and robust self-service options for all customers.

Technical Support

Customers can reach Nozomi Networks Customer Support by phone or via the Support Portal 24x7x365. Once a support case is opened, Technical Support will quickly engage to resolve issues.

Self-Service

The Nozomi Networks Support Portal offers quick and easy access to the following tools:

- Web case portal
- Knowledge base
- Security advisories
- Community forum
- Software updates
- Product documentation
- Training portal

Two Ways to Contact Nozomi Networks Customer Support

Support Portal

support.nozominetworks.com

The Nozomi Networks Support Portal is the most effective way to contact Customer Support. The Portal allows you to quickly and easily create support cases, and access a variety of helpful resources.

Phone

+1 877 282 5858 *(International)*
For regional support numbers, please visit:

nozominetworks.com/support

Customer Support Severity Levels and Support Response Objectives (SROs)

Security Level	Severity Definition	Response Within
Severity 1	**Critical** • Product fails to function or crashes • Data unavailable or loss of data • Product functionality or performance is degraded such that customer's applications are unusable	1 hour
Severity 2	**High** • Product is operable but demonstrates material degradation in functionality or performance that substantially impairs customer's applications • Issues with upgrades	4 hours
Severity 3	**Medium** • Product is operable but demonstrates some degradation in functionality or performance • Issues that are inconvenient, but product is still generally operating in accordance with documentation	8 business hours
Severity 4	**Low** • Product or documentation has problems that do not materially degrade functionality or performance • Product feature enhancement requests	12 business hours

24 hours a day, 365 days a year.

Nozomi Networks world-class technical support helps you fully leverage your cybersecurity technology investment with global service available around the clock.

Support

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Nozomi Networks protects the world's critical infrastructure from cyber threats. Our platform uniquely combines network and endpoint visibility, threat detection, and AI-powered analysis for faster, more effective incident response. Customers rely on us to minimize risk and complexity while maximizing operational resilience.

NOZOMI NETWORKS

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