





Support Services

support OFFERINGS

Silver  support services

Gold  support services

Platinum  support services

Blended Product Support		✓	✓
Access to WebTicket Interface		✓	✓
Enhanced Hardware Replacement	✓	✓	✓
Latest Hot Fixes and Service Packs	✓	✓	✓
Value Added Services	✓	✓	✓
Major Upgrades and Enhancements		✓	✓
Custom Service Level Agreements			✓
Unlimited Service and Support	 12 X 5 business days	 24/7 every day	 24/7 every day
Committed Response Time	4 Hours	2 Hours	1 Hour
Firewall Review	* optional service	1 Annually	2 Annually
Issues Review			 Technical Account Manager
Unique Support Phone Number			✓
Regular Review Meetings			✓
Phone Consulting w/ Security Engineers		* optional service	✓
Firemon®			✓
Interoperability Lab Assistance			✓
Simulation / Issue Replication			✓

*Manufacturer Software Subscription is a prerequisite to purchasing all Support Programs