

SUPPORT SERVICES OVERVIEW

Palo Alto Networks® understands that maintaining your security infrastructure is a mission critical task. Our customer support and maintenance programs are designed to ensure that traffic flows smoothly and securely across your network. When problems arise, our dedicated support services team will quickly and proficiently resolve any deployment questions or challenges that may arise.

As an industry leader, our comprehensive set of support services underscores our commitment to the ongoing success of your Palo Alto Networks deployment. With business critical customer support options, 24x7 availability, and a global network of support centers and parts replacement depots, organizations of all sizes and complexity around the world rely on Palo Alto Networks Customer Support for prompt and dependable service.

CUSTOMER SUPPORT SERVICES PROGRAMS

Palo Alto Networks provides you with a range of several Customer Support and Maintenance options that are designed to meet the unique needs of your business.

- Standard Support
- Premium Support
- Premium Plus
- Technical Account Manager
- Onsite Spares Hardware Program

Whichever support and maintenance plan you choose, you will experience our commitment to deliver the highest level of customer service. The goal of our support program is to minimize business disruption, maximize protection, and increase the value of your investment with the appropriate level of customer support.

Standard Support

Standard Support provides you with baseline services for maintaining your Palo Alto Networks deployment. Standard Support includes the following features:

- **Direct access to product experts:** Interact with a support engineer who is trained to quickly understand your unique challenges and bring them to rapid resolution.
- **Case management:** Submit, update, check status, and manage support cases on all of your supported Palo Alto Networks products.
- **Online customer support portal:** A feature rich platform that provides you with access to product documentation, problem resolution databases, peer-to-peer interaction, and customer support case management.
- **Documentation and FAQs:** Access product manuals, technical guides, software release notes, and frequently asked questions (FAQs) to streamline deployments and incident resolution.
- **Subscription services updates:** To ensure your Palo Alto Networks device is kept up-to-date, devices can be configured to automatically download App-ID™, URL database, threat prevention and WildFire™ updates or they can be manually downloaded and applied in a more structure manner.

- **Feature releases and software updates:** Stay current with the latest feature updates and software updates.
- **Hardware return and replacement:** In the event of hardware failure, return the failed equipment and receive a replacement.
- **Assisted support access:** Direct access to support engineers is available during normal business hours.

Premium Support

Organizations choose Premium Support for faster assistance and increased support engineer availability for the most critical issues. Premium Support includes all of the features in Standard Support plus:

- **Monday 7 am to Friday 6 pm PT (24x7 for Severity 1) access to technical assistance centers:** Support engineers are available to assist with issues around the clock.
- **Priority response to support inquiries:** Whether submitted by phone or online, premium support customers receive priority access to available customer support engineers.
- **Technical Account Management:** An optional subscription-based extension of the Premium Support program that provides dedicated customer advocacy for customers with unique or complex support requirements.
- **Next-business day ship parts and hardware replacement:** Provides fast turnaround for hardware replacement. For an additional fee, hardware replacement services can be upgraded to 4 hour ship, or onsite spares for immediate replacement of failed hardware. For US Customers only, 4 hour RMA provides an optional fee-based service for rapid RMA turnaround.

Technical Account Management

The Palo Alto Networks Technical Account Management (TAM) program is an optional, subscription-based extension of the Premium Support program that provides focused customer advocacy for organizations with unique or complex support requirements. Key elements of the TAM program include:

- **Technical Account Manager:** A focused customer advocate in Palo Alto Networks headquarters who is familiar with the customer's environment, business objectives, deployment plans and coordinates all aspects of the customer interaction.
- **Support case activity management:** Management of all support case activities including production of progress reports as needed.
- **Upgrade and release planning:** Proactive recommendations for software upgrades and releases.
- **Information conduit:** Proactive delivery of relevant operational information including technical tips, best practices, and white papers

- **Account management calls:** Regular meetings to ensure progress towards the defined goals and objectives of the customer.
- **Annual onsite reviews:** Annual review of previously defined goals and objectives. Prioritization of projects for upcoming year.

Premium Plus

Premium Plus provides yet another level of customer care, building upon the features of Premium Support, providing you with a designated technical support engineer and a technical account manager who will learn and understand your deployment at both a technical and business level. This in-depth understanding will provide a more personalized support experience that will accelerate incident resolution. Premium Plus requires active Premium Support as a pre-requisite and provides the following additional features:

- **Technical Support Engineer:** A designated engineer who will work with you on all your support cases, building deep knowledge of your deployment that will speed support incident resolution. The TSE is accessible during normal business hours at one of Palo Alto Networks' global support centers.
- **Technical Account Management:** A dedicated resource for your account who will act as your advocate in Palo Alto Networks headquarters. Your account manager will have a comprehensive understanding of your environment at the operations level to assist you with business objectives, deployment plans, and coordination of all aspects of your Palo Alto Networks support interaction.
- **Support case prioritization:** Support cases are prioritized to speed incident resolution.
- **Annual onsite health-check:** Palo Alto Networks engineers will visit with you onsite to review key aspects of your current deployment to identify areas of optimization and improvement.

Note that Premium Plus is not available in Japan.

Onsite Spares

The Palo Alto Networks onsite spares program is an optional extension of the Premium Support program that provides customers with another level of reliability that complements the active/passive high availability and next-day hardware replacement. The onsite spare is the same platform model as the production unit, but without any subscription or support licensing. If a critical failure occurs, your existing licenses are transferred to the onsite spare, allowing your team to quickly restore traffic by replacing the disabled unit with the onsite spare. Once traffic is restored, the cause of the problem in the failed device can be determined and addressed with the support team without impacting the business

Partner Enabled Premium Support

In addition to Standard Support or Premium Support that is delivered directly by Palo Alto Networks, you may choose a technical support offering from a Palo Alto Networks Authorized Support Center (ASC). ASC designated channel partners provide level 1 and level 2 support with the added value of local language, multi-vendor, or customized support which complements Palo Alto Networks own support offerings. When you choose support from an ASC, Palo Alto Networks delivers Partner Enabled Premium Support, which includes advanced support, 365x24x7 coverage, and next business day ship or 4 hour advance replacement services. Note that the 4 hour advance replacement is available only in the U.S. and Canada.

No matter the size, complexity, or risk profile of your enterprise, Palo Alto Networks has options for support and maintenance suitable for your needs and budget. Whichever support and maintenance plan your company chooses, you will experience the benefit of our customer-focused service culture. We can help you maximize functionality, reliability, and availability in order and achieve overall success and satisfaction with your Palo Alto Networks security products.