

- **Direct access to a team of highly-trained senior support engineers**
- **24x7 phone and Web-based technical support**
- **Software and firmware updates and upgrades**
- **Advance Exchange hardware replacement**
- **Web-based support tools**
- **Subscriptions to service bulletins and newsletters**
- **Beta program invitations**

Enterprise-class solutions demand enterprise-class customer support. And customers of SonicWALL® E-Class solutions deserve specially-tailored support that reflects the SonicWALL E-Class commitment to premium service at unparalleled value.

SonicWALL E-Class Support 24x7 delivers the enterprise-class support features and quality of service that organizations require to keep their enterprise networks running smoothly and efficiently. E-Class Support 24x7 is available all day, every day, to provide the expert assistance and advice you need to obtain the greatest return on your SonicWALL E-Class investment. Available only to SonicWALL E-Class customers, E-Class Support 24x7 covers the SonicWALL E-Class Series of high-end solutions for Network Security and Secure Remote Access, including:

- SonicWALL E-Class Network Security Appliance (NSA) E5500, E6500 and E7500
- SonicWALL Aventail® E-Class SSL VPN EX-750, EX-1600 and EX-2500

SonicWALL provides phone and Web-based support, unlimited software/firmware updates and upgrades and hardware replacement (RMA) for appliances actively covered under E-Class Support 24x7. SonicWALL Senior Support Engineers will work with you remotely to diagnose and identify firmware and hardware not performing to documented specifications. E-Class Support 24x7 also includes general assistance regarding usage and configuration on a limited basis.<sup>1</sup> Should your support engineer recommend you return failing hardware, SonicWALL will ship you a replacement appliance via pre-paid, next-day airfreight to the address that you specify.<sup>2</sup>

### Features and Benefits

**Direct access to a team of highly-trained senior support engineers** puts you in contact with a live expert anytime—even after hours—to give your support requests the highest-priority attention.

**24x7 phone and Web-based technical support** offers flexible options for around-the-clock assistance, providing more expedient resolution of issues.

**Software and firmware updates and upgrades** ensure that your SonicWALL solution can counter the latest threats and malware with the most current patches and defense innovations.

**Advance Exchange hardware replacement** provides for rapid replacement of defective hardware to ensure the fastest resolution to hardware failure, thus eliminating or minimizing hardware-related downtime.

**Web-based support tools** include SonicWALL online help, Knowledge Base articles, and moderated discussion groups, connecting you with SonicWALL experts and peers so you can leverage their expertise to get the most from your solution.

**Subscriptions to service bulletins and newsletters** bring you up to speed with the latest information from SonicWALL, keeping you current on the latest trends and opportunities.

**Beta program invitations** let you participate directly in shaping next-generation SonicWALL products and services that can best meet your future needs.


**Focused Technical Support**

A complementary service to E-Class Support 24x7, SonicWALL Focused Technical Support (FTS) is a customized support offering that includes a comprehensive suite of proactive services, all of which are managed by a designated SonicWALL Security Engineer (SSE) who understands your technical requirements and your business. Focused Technical Support customers have immediate access to subject matter experts (SMEs) and a fast-track into SonicWALL for enhanced escalation and new feature processing.

**SonicWALL FTS provides:**

- Proactive and reactive communications
- Custom reporting
- Quarterly business reviews
- Post mortems
- Escalation management
- Access to best-in-class tools and resources
- Much more!

**Assistance at Your Fingertips**

Every SonicWALL E-Class security appliance includes Web-based online help available from the management interface. Clicking the question mark button  on the top-right corner of any page will access context-sensitive help. Once you've established an Internet connection, online help can get you the latest answers to frequently asked questions.

The SonicWALL Support Web site also allows you to select your E-Class solution from a drop down menu, search the SonicWALL Knowledge Base, check for new downloads or participate in user community discussion forums. In addition, SonicWALL E-Class appliances include a built-in security dashboard to keep you up-to-date on potential threats to your network.

**What You Can Expect When Contacting SonicWALL**

As an E-Class Support 24x7 customer, you may contact SonicWALL Global Support Services anytime—even outside normal business hours—either by phone or by opening a Web case. Your SonicWALL Customer Relationship Representative (CRR) will then immediately put you in direct contact with a Senior Support Engineer specific to your product, bypassing basic support levels to ensure your request receives high-priority attention. Your Senior Support Engineer will then prioritize your issue according to the following Severity Definitions.<sup>3</sup>

**Severity 1** Your production network is down, causing critical impact to business operations if service is not restored quickly. No work-around is available.

**Response Time: 0-4 hours**

**Severity 2** Your production network is severely degraded, impacting significant aspects of business operations. No work-around is available.

**Response Time: 4-8 hours**

**Severity 3** Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

**Response Time: 24-48 hours**

**Severity 4** Information or assistance on product capabilities, installation or configuration, documentation issues and questions.

**Response Time: 48+ hours**

**Escalation Guidelines**

In the event that basic troubleshooting procedures have taken place without resolving the issue, the Support Engineer will make timely decisions about when to escalate and will identify the appropriate resources to resolve the issue. If an issue falls out of scope or contacts cannot be reached for escalation, the Support Engineer will notify the Escalation Manager, who will gather the right resources to resolve the situation and communicate status to you.

<sup>1</sup> SonicWALL E-Class Support 24x7 support does not include installation. If you need assistance installing your SonicWALL solution, SonicWALL will refer you to a certified value-added reseller or offer you one of our Consulting Services.

<sup>2</sup> Contact a SonicWALL Global Technical Assistance Center if you think you have a hardware problem. The senior support engineer will log your case and determine with you whether a replacement appliance is required, and provide a Returned Material Authorization (RMA) number for your reference. The replacement product may be new, or like-new. In the event of product obsolescence, SonicWALL reserves the right to replace failing product with a product of like or better features and functionality.

<sup>3</sup> Opening a Service Request via the Web will allow addressing Severity 3 and 4 situations only. In all other situations it is highly recommended to contact the Technical Assistance Center directly via the phone.

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