

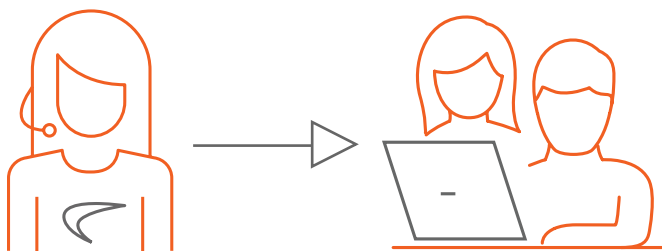


SonicWall Premier Services

Introduction

In today's rapidly evolving digital landscape, cybersecurity is more essential than ever before. As cyberattacks become more sophisticated and widespread, businesses of all sizes face significant risks to their data, operations and reputation. In this climate, robust cybersecurity support services, such as SonicWall Premier Services, are necessary for safeguarding sensitive information, maintaining business continuity, and ensuring a trusted digital environment for both organizations and their clients.

The Premier Services suite is available as an add-on to Standard Support Services. This comprehensive bundle is designed to fortify your organization's defenses, respond to incidents effectively, and provide proactive guidance to enhance your overall security posture.



What You Receive with Premier Services

Service Account Manager (SAM)

- Main point of contact responsible for ensuring that customers receive the highest level of service possible
- Offers regular customer touchpoints to build and maintain long-term relationships
- Manages the day-to-day interactions of customer accounts with Technical Support, including escalation management
- Collaborates with multiple departments, including Sales, Engineering and Executive Leadership

Technical Support

- Exclusive PIN¹ access for up to three members of your team
- Dedicated Premier Support phone number offered to minimize wait time²
- Direct access to explicitly selected, highly skilled subject matter experts
- Telephone support (Priority 1 and Priority 2 cases) and web support (Priority 3 cases)

Avg Initial Response (Target)	Priority 1 Priority 2 Priority 3	Live call, PIN required Live call, PIN required Email Response in 1 business day
Technical Support Level		Subject Matter Experts
Avg Time to Resolution (Target)³	Priority 1 Priority 2 Priority 3	24 Hours 7 business days 21 business days
Avg Update Frequency (Target)	Priority 1 Priority 2 Priority 3	8 Hours Daily 2 Business Days

Understanding Priority

Support issue prioritization is crucial to efficiently managing and resolving cybersecurity concerns. Assigning an appropriate priority level based on impact and urgency ensures a triage-based approach to resolving issues. SonicWall's three-tiered priority system guarantees that varied support needs are addressed in a structured manner, optimizing the allocation of resources for timely and effective issue resolution.

PRIORITY 1 CRITICAL	PRIORITY 2 MAJOR	PRIORITY 3 MINOR
<p>Definition:</p> <p>Production system or operation of mission-critical application is severely impacted or completely down</p> <p>Critical go-live (< 2 weeks) is at risk</p> <p>Customer resources are required on-site 24x7 until resolution or a suitable workaround to restore function is implemented</p>	<p>Definition:</p> <p>The production system is functioning with limited capabilities or periodic interruptions</p> <p>Critical go-live (<4 weeks) is at risk</p>	<p>Definition:</p> <p>Isolated errors in a production or development system, but the system is fully operational</p> <p>Clarification of information and documentation is required</p> <p>A product enhancement is needed for the next release due to functional or cost-of-ownership reasons</p> <p>There is a product defect that is not service-impacting</p>
<p>Contact Method: By phone with PIN access</p> <p>Avg Response Time: Less than 15 minutes</p> <p>Avg Resolution Time³: Less than 24 hours</p> <p>Update frequency: Every 8 hours</p>	<p>Contact Method: By phone with PIN access</p> <p>Avg Response Time: Less than 15 minutes</p> <p>Avg Resolution Time³: Less than 7 business days</p> <p>Update frequency: Every business day</p>	<p>Contact Method: Web submission only</p> <p>Avg Response Time: 1 business day</p> <p>Avg Resolution Time: 21 business days</p> <p>Update frequency: Every 3 business days</p>

Selecting Your Level of Care

Obtaining the correct level of care ensures that your cybersecurity strategy aligns with your organization's size, complexity and security requirements. With SonicWall's range of offerings, tailored for organizations ranging from SMBs to enterprises, you can confidently invest in the precise level of support and services that best fit your cybersecurity needs.

SONICWALL PREMIER SUPPORT OFFERINGS

PREMIER BOUNDLESS OFFERINGS	CASES					SERVICE ACCOUNT MANAGER	
	24X5	24X7	5	12	40	Included	Add-on
Enterprise Care	✓		✓			✓	
Extended Care	✓			✓		✓	
Advanced Care	✓				✓	✓	
Freedom Care		✓			✓	✓	



Conclusion

SonicWall is a trusted leader in cybersecurity solutions, dedicated to protecting businesses of all sizes from cyber threats. Through our services and support, your organization benefits from:

- **Industry Expertise:** Leveraging 30+ years of experience in the cybersecurity domain, SonicWall ensures the highest level of expertise to secure your digital assets effectively.
- **Innovation and Adaptability:** SonicWall continuously innovates to stay ahead of emerging threats and rapidly adapts to evolving cybersecurity landscapes, ensuring that our services are always up to date and effective.
- **Customer-Centric Approach:** We prioritize customer satisfaction and are committed to providing personalized support and services that meet your unique security needs.
- **Proven Track Record:** SonicWall's Premier Services have a proven track record of helping organizations strengthen their cybersecurity defenses, minimize risks and maintain operational continuity.

Enhancing your Security Support with the addition of SonicWall Premier Services will help you fortify your cybersecurity defenses today, protecting your organization from the ever-evolving cyber threat landscape.

For more information, reach out to SAMTeam@SonicWall.com or check out our [Frequently Asked Questions](#).



Footnotes:

¹A valid MySonicWall account and dedicated email is required for Contact. Distribution lists/Aliases cannot be used for PIN holders. Customer agrees to notify SonicWall in case of any updates to PIN Holders.

²Customer onboarding process is to be completed before getting access to Premier Services

³Resolution is defined as services restored. Patch delivery time may vary. Priority 1 tickets require customer availability 24x7. 24x7 support outside of the defined 9am9pm EST is intended for Priority 1 and Priority 2 issues only. Priority 3 remain next business day via email response. All P1's opened during business hours will be worked until resolved regardless of hours. Inability to provide an available customer contact will result in the Priority lowering to 2 and additional fees may apply.

About SonicWall

SonicWall delivers Boundless Cybersecurity for the hyper-distributed era and a work reality where everyone is remote, mobile and unsecure. By knowing the unknown, providing real-time visibility and enabling breakthrough economics, SonicWall closes the cybersecurity business gap for enterprises, governments and SMBs worldwide. For more information, visit www.sonicwall.com.

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Refer to our website for additional information.

www.sonicwall.com

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