

# Support Program Overview

## 24 X 7 TECHNICAL SUPPORT

No matter which WatchGuard network security appliance you buy, your support needs will be covered 24 x 7 by our in-house team of highly trained technical experts.

## HARDWARE WARRANTY

WatchGuard’s hardware warranty includes advance hardware replacement to ensure that a replacement appliance is shipped immediately if a fault is identified.

## SOFTWARE UPDATES

WatchGuard continually enhances the capabilities of its operating system software and services. Your Support license gives you access to all new releases at no cost.

Product	Standard Support	Gold Support	Platinum Support
Hours Per Day/Days Per Week	24 x 7	24 x 7	24 x 7
Cases Per Year of Service	Unlimited	Unlimited	Unlimited
Targeted Response Time	Live Call – Critical	Live Call – Critical	Live Call – All Phone Cases
	4 Hour – High	1 Hour – High	1 Hour – All Web Cases
	8 Hours – Medium 24 Hours – Low	4 Hour – Medium, Low	All Cases Given Highest Priority
Advance Hardware Replacement	✓	✓	✓
Software Updates and Patches	✓	✓	✓
Technical Account Manager	–	–	✓
Quarterly Account Review	–	–	✓

## PROBLEMS SOLVED

At WatchGuard we understand just how important support is when you are trying to secure your network with limited resources. You require greater knowledge and assistance in a world where security is becoming ever more critical and complex, and downtime can spell disaster.

Our Support program gives you the backup you need, starting with an initial subscription that supports you from the moment you activate your WatchGuard appliance.

## HOW TO PURCHASE

All WatchGuard products come with a Support subscription. With three support levels available, you have the flexibility to select the level that best suits your business needs. Talk to your reseller for help choosing, or visit [www.watchguard.com/support](http://www.watchguard.com/support).

## SECURITY SIMPLIFIED

Want to see WatchGuard’s commitment to network security in action? Check out *Secplicity*, our InfoSec blog, dedicated to bringing security, IT, and business professionals real-time information about the latest threats and how to cope with them – and in an easily understood and actionable way. We invite you to visit the Secplicity community at [www.watchguard.com/secplicity](http://www.watchguard.com/secplicity).

## BENEFITS

- **Round-the-clock technical support** comes standard with all appliances.
- **Important software updates.** Receive more than just the standard fixes and minor software patches. The Support program delivers feature enhancements, full-rev updates, and new capabilities as long as your Support subscription is active.
- **Platinum level support** allows organizations with complex environments to have personalized service from a Technical Account Manager to help them achieve strategic goals with WatchGuard products.
- **Minimize downtime** in the rare case of a hardware failure. WatchGuard will ship a replacement via pre-paid, next-day airfreight in advance of receiving the returned appliance.
- **You never have to go it alone.** Additional Support offerings include Remote Installation Services and Premium 4-Hour RMA with continuous replacement coverage.