

Service and Support Programs

TECHNICAL ASSISTANCE SUPPORT OVERVIEW

ConSentry Networks support entitles customers to technical telephone support for an unlimited number of incidents, access to the web self-service portal, hardware replacement, and software updates for all products listed on the original purchase order for a period of 12 consecutive months starting from the original product ship date.

TECHNICAL SUPPORT

Technical support includes assistance in the use of ConSentry products and software. This support includes assistance with configuration, identification of product and/or software problems, providing fixes and/or work-around(s), and downloading software updates. ConSentry will provide technical support in accordance with generally accepted business practices and standards. Technical assistance may include remotely logging into the customer unit(s) using a secure link for troubleshooting purposes.

TELEPHONE SUPPORT

For Premium Support customers, the TAC (Technical Assistance Center) will respond to Priority 1 issues within 1 hour on a 24x7x365 basis. Standard Support customers receive support from 6am to 6pm PST, Monday through Friday. Telephone Technical Support can be accessed by calling:

- ◆ North America: (866) 841-9100 Option 4
- ◆ International: (408) 956-2188 Option 4

EMAIL SUPPORT

Email Technical Support is provided through ConSentry's TAC. TAC will respond to email requests within the timeframe designated in the support program purchased and can be accessed by sending email to support@consentry.com.

WEB SUPPORT

Web Support is available on a 24x7 basis for contracted customers. This level of support provides access to the self-service portal for logging and tracking cases, software updates, ConSentry product documentation, technical notes, and application notes. It may also

SUPPORT FEATURES	PREMIUM	STANDARD
Telephone and Email Support North America: (866) 841-9100 option 4 International: (408) 956-2188 option 4 Email: support@consentry.com	24x7x365 - respond within one hour on Priority 1 issues and 6 a.m. to 6 p.m., PST, Monday - Friday on lower priority issues and general questions	6 a.m. to 6 p.m., PST, Monday - Friday
Web Support www.consentry.com/webtac.html	24x7x365 access to customer support portal, knowledgebase and case tracking	24x7x365 access to customer support portal, knowledgebase and case tracking
Hardware Replacement Contact Support to get a case number	Advanced replacement and ships same day or next day with overnight delivery, usually priority overnight (where applicable)	Replacement unit will be shipped after defective unit has been received
Software Patches and Updates https://secure.consentry.com	Eligible on purchased products only through customer portal	Eligible on purchased products only through customer portal

include access to Beta releases and the knowledge base for self-service users. Request(s) for technical assistance made via the self-service portal will be responded to within one business day.

HARDWARE REPLACEMENT

For any ConSentry Networks product that is defective in materials or workmanship, ConSentry will, at its option, repair or replace such product. The customer is entitled to receive a replacement product, prior to ConSentry receiving the defective product with Premium Support and after the defective unit has been received by ConSentry with Standard Support. All replacement units will be furnished on an exchange basis at no cost to the customer and will be standard or reconditioned

equipment of equal or greater quality, revision level, and functionality. Units deemed to be dead on arrival (DOA) will be replaced with new units of the same make and model as the original. Request(s) received after the cut-off time, as noted in the Limitations section, will ship the following business day for next-day delivery where applicable. All replacement units will ship from ConSentry Networks' headquarters office located at 1690 McCandless Drive, Milpitas, California, 95035 USA. In the event that ConSentry does not receive the failed product within 30 days of shipment, the customer shall pay list price per unit as stated in the then-current ConSentry price list. A customer's failure to pay or return equipment will result in suspension of all services by ConSentry.

SOFTWARE RELEASES AND PATCH UPDATES

The customer is entitled to receive or access software updates that are released for products covered on the purchase order for support. All software provided pursuant to a service offering will be governed under the same terms and conditions as set forth in the license agreement accompanying the original software licensed by the customer. The customer has the right to duplicate documentation for its own internal use, in quantities equal to the number of units specified on the original purchase order for support, provided that all copyright, trademark(s), and other proprietary rights notices are also reproduced in the same form and manner as on the original media provided.

TAC Services Specifications

SERVICE RESPONSIBILITIES

- ◆ Provide customer with a contract number and unique password enabling access to both the self-service portal and ConSentry secure site.
- ◆ Provide customer with instructions on how to contact ConSentry to obtain technical support and Return Materials Authorizations (RMAs).
- ◆ Respond to customer requests for technical telephone support within one hour of the initial contact by the customer, 24 hours per day, seven days a week for customers with Premium Support and 6 a.m. to 6 p.m. PST, Monday through Friday for customers with Standard Support.
- ◆ The latest software updates will be made available at <https://secure.consentry.com> for products covered under the support agreement.
- ◆ When an advanced hardware replacement is requested, ship the replacement unit to arrive at the customer site within the contracted time frame. ConSentry will provide an RMA number and shipping instructions to enable the customer to return the defective product.

LIMITATIONS

Technical assistance will be provided in English.

RMAs and advanced hardware replacements will ship the same day for requests received Monday through Friday, 6 a.m. to 2 p.m. PST. Requests received after 2 p.m. PST or on weekends will ship the following business day.

Service for next-day advanced hardware replacement is currently not available in all countries. ConSentry will use commercially reasonable efforts to provide advanced hardware replacement. However, such replacement will be based on product availability.

Corporate Headquarters

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For a complete listing of all our office locations go to:
www.consentry.com/company.html