

PROFESSIONAL SUPPORT SERVICES



SUPPORT PACKAGES

Solera Networks delivers world class professional support services from our team of highly trained technical support technicians.

Technical support is provided via the support web portal, email, phone, and on site visits as defined in the support package summaries listed in the support package comparison. Customers can currently choose from two levels of support: Platinum and Platinum Plus. Customers with restricted Internet access, on-site visits, or classified networks, must purchase Platinum Plus Support, as Solera Networks may be required to utilize third-party sources for troubleshooting and diagnosing support cases.



Solera Networks provides technical support to customers who have purchased a prepaid support package in conjunction with Solera Networks products.

BENEFITS

Solera Networks' support packages provide unlimited technical support, including:

- Telephone and email support 5 days a week during business hours
- Access to online resources/downloads
- Replacement of hardware components
- Hardware components repaired on site (+)
- Software Upgrade - Provided customer maintains a current support package, they will be eligible for all software updates and upgrades delivered during the term

Purchasing a yearly support package with your Solera Networks product makes you eligible for these additional benefits and those listed in the support package comparison. The annual support renewal fee prices can be found on the Solera Networks price list. Multiple year contracts are available to lock in the then-current support package price.

Contact your Solera Networks account representative for further details.

If you would like more information concerning support policies please visit: <https://support.soleranetworks.com>

(+) = Platinum Plus support package only

SUPPORT PACKAGE COMPARISON

	PLATINUM	PLATINUM PLUS
SUPPORT OFFERINGS		
Office Hours Availability	8am – 5pm (MST) Monday – Friday (excluding US holidays)	8am – 5pm (MST) Monday – Friday (excluding US holidays)
After Hours Availability	No	Yes – 24x7x365 for P1 cases
CALL TARGETED RESPONSE TIME		
P1 – Critical (System Down)	2 business hours	2 hours
P2 – High	6 business hours	6 business hours
P3 – Medium	1 business day	1 business day
P4 – Low	2 business days	2 business days
CONTACT METHODS		
Email	Yes	Yes
Phone	Yes	Yes
Support Web Portal	Yes	Yes
SOFTWARE SUPPORT		
Patches	Yes	Yes
Software Upgrades	Yes	Yes
HARDWARE SUPPORT		
Repair Service	Yes	Yes
Advance Component Replacement	Yes	Yes
Retain failed media	Yes (additional charge)	Yes
Advance Appliance Replacement	No	Yes
On-site Repair Service	No	Yes
Expedited Shipping	No	Yes

SUPPORT CONTACT INFORMATION

Solera Networks Customer Support
 US: 888-860-5705
 International: +1-801-545-4002
 Email: support@solanetworks.com
 Web: <https://support.solanetworks.com>

