



A10 Technical Assistance Center Support Guide

A10 Networks is Committed to Your Complete Satisfaction

Through teamwork, technology, expert knowledge, professionalism, and a commitment to excellence, A10's support team addresses customer issues as its main priority. A10's Technical Assistance Center (TAC), a worldwide customer service team, provides technical support on A10 Networks products recognizing the company's mission to become the industry leader in both pre-sale and post-sale support.

Fast Response

A10 TAC's average support call connect time is less than 30 seconds. A10 TAC delivers 24x7x365 worldwide services with experienced TAC engineers standing by at our Silicon Valley HQ to deliver a quick resolution to customer issues.



Experienced Personnel

A10 TAC staff have expertise in networking, network storage, and web applications.

Mentoring programs and rigorous training for new hires ensure that A10 TAC has the most qualified personnel to service customers.



Global Support

A10 TAC provides support to more than 1000 customers from 30 different countries, with additional local TAC facilities in Beijing and Tokyo.



Expert Services

In addition to standard support services including live remote debugging, log analysis and config assistance, A10 TAC offers a higher level of support in the industry by also offering basic aFlex scripting assistance. By not utilizing call agents and strictly leveraging on engineers, A10 TAC delivers expert services through integrated effort and rapid escalation of critical issues.



Support Resources

The two online resources where customers can receive information from A10 TAC are:

1 Support Web Portal



- Up-to-date documentation
- Software downloads
 1. Latest releases
 2. Previous releases
- FAQ to search for issues or how-to information
- Support ticket submission
- Signup for new release notifications

2 Virtual Application Delivery Community (VirtualADC)



- A community forum to post questions and search for answers
- VirtualADC.com

Support Contact Guidelines

Summary of whom and when to contact:

1. If there is a network emergency or time critical issue – Call the A10 Networks TAC, 1-888-TACS-A10 (1-888-822-7210).
2. If you have a critical question on “How do I...?” –
 - a. Call the A10 Networks TAC.
 - b. Email support@a10networks.com.
 - c. Search FAQ on support portal.

When requesting service via phone, be prepared to provide the following:

- Serial number
- Customer contact information
- Definition of the problem in detail
- Priority level and impact of the problem
- Indication of the activity that was being performed when the problem occurred
- Software version
- Configuration and/or network topology information

When submitting an online request for A10 TAC support, please visit:

www.a10networks.com/support/index.php

Ticket Priorities

Customer requests are ordered and serviced by the TAC engineers according to the priority level assigned to each case. **Customers are advised to report Priority 1 or 2 problems by phone and not rely on electronic mail** if an immediate response is required.

P1 Priority 1	P2 Priority 2	P3 Priority 3	P4 Priority 4
<p>Network Down – an existing network is down or there is critical impact to the customer's business operations. A10 Networks and the customer will commit necessary resources around the clock to resolve the situation.</p>	<p>Serious Degradation – operations of an existing network are severely degraded, or significant aspects of the customer's business operations are being negatively impacted by unacceptable network performance. A10 Networks and the customer will commit necessary resources to resolve the situation.</p>	<p>Performance Impact – operational performance of the network is impaired, but most business operations remain functional. A10 Networks and the customer are willing to commit resources during normal business hours to restore service to satisfactory levels.</p> <p>Installation Issue – Initial installation of A10 product is neither functioning nor performing based on the product specification. A10 Networks and the customer are willing to commit resources during normal business hours to deliver service to satisfactory levels.</p>	<p>Information or Assistance – customer requires information or assistance on A10 product capabilities, installation, or configuration. There is clearly little or no impact to the customer's business operation. A10 Networks and the customer are willing to provide resources during normal business hours to provide information or assistance as requested.</p>

A10 TAC has an internal escalation process based on acknowledgment of the issue, with response time based on the priority level and the service level of the customer.

Priority	Acknowledgement	Response	Restore
P1 Priority 1: Critical	< 30 minutes*	< 1 Hour	< 4 Hours
P2 Priority 2: High	< 1 Hour	< 4 Hours	< 8 Hours
P3 Priority 3: Medium	< 8 Hours	< 1 Business Day	< 2 Business Days
P4 Priority 4: Low	< 8 Hours	< 2 Business Days	< 4 Business Days

*average acknowledgement is 5 minutes or less

Standard Ticket Procedures

- 1** Begin troubleshooting, diagnostics, and problem replication as appropriate by:
 - Reviewing configuration, topology and debug information to identify resolution of issue.
 - Replicating the scenario/issue in the TAC lab (where possible).
 - Troubleshooting live on the affected equipment.
 - Creating an RMA where the cause of a problem is related to failed hardware.
 - Creating a problem report (for an engineering defect or bug) where the cause appears to be a software defect.
- 2** Provide customers with periodic updates on problem status and escalate the problem as required according to escalation management guidelines, or at your request.
- 3** If the TAC engineer determines that there is a defect in the code, they will open a bug report, which the development team will try to address in the next patch release. If an RMA is required for hardware replacement, the TAC engineer will initiate the RMA process.
- 4** Close the case when the problem has been resolved.

About A10 Networks

A10 Networks was founded in 2004 with a mission to provide innovative networking and security solutions. A10 Networks makes high-performance products that help organizations of all sizes accelerate, optimize and secure their applications. A10 Networks is a venture-funded, privately held technology company, headquartered in Silicon Valley with offices in the United States, United Kingdom, France, Germany, The Netherlands, Japan, China, Korea, Taiwan, Hong Kong, Singapore and Malaysia.

Contact

A10 Networks

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Tel: +1 408 325-8668

Technical Support

Tel: +1 888 TACS-A10 (Toll-free USA)
Tel: +1 408 325-8676 (international)
support@a10networks.com

Support Maintenance Programs

A10 Networks offers 4 levels of maintenance to provide hardware, software, and technical support services:

Standard Warranty, Basic Support, Gold Support, and Platinum Support.

Support Level	Duration	Hardware Repair	Software Upgrade	Technical Support	Web Portal Access
Standard Warranty	90 days from purchase	Depot repair within 90 days from purchase Advance RMA [†] Advance repair [‡]	90 days software upgrades	90 days from purchase Mon-Friday (Except holidays) 9 a.m. – 6 p.m. PT	90 days from purchase 24 x 7 x 365
Basic	1, 2, 3, 4, 5 years	Depot repair	Length of contract	Mon-Friday (Except holidays) 9 a.m. – 6 p.m. PT	Length of contract 24 x 7 x 365
Gold	1, 2, 3, 4, 5 years	Next business day delivery Advance RMA	Length of contract	24 x 7 x 365	Length of contract 24 x 7 x 365
Platinum	1, 2, 3, 4, 5 years	4 hour delivery Advance RMA [*]	Length of contract	24 x 7 x 365	Length of contract 24 x 7 x 365

[†] within 30 days from purchase | [‡] within 90 days from purchase | ^{*} for qualified locations only