



# 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, helping fulfill the company's mission to become the industry leader in both pre-sale and post-sale support.



### Global Support

A10's world class support team is poised to solve any problem. Our Technical Support Centers are staffed with experienced engineers that are dedicated to supporting your organization's technology needs. We pride ourselves on providing highly responsive and effective customer service to maximize our customer's investment. We are available 24x7x365 and have offices located in Amsterdam, Beijing, Tokyo and our Silicon Valley headquarters in San Jose, California.



### Preferred Support

The Preferred Support program fosters a true business partnership between the customer and A10. It provides customers access to a designated team of highly technical engineers that understands our customers' network environment and their business needs. In addition, this personalized program offers the best overall user experience by providing a separate phone number, ticketing queue and lab setup to allow for faster resolution of reported problems.



### Professional Services and Training

A10 Networks Professional Services offerings allow customers to quickly put their investment into production. Our consultants deliver a powerful combination of engineering support and business consulting to complement your network team.

Technical training is available to develop the skills of our customers in the form of instructor-led or self-paced technical courses. These are designed to provide our customers with the expertise to install, configure, deploy and manage A10 Networks products and software.



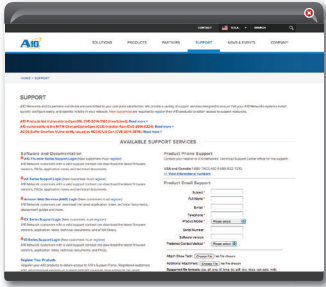
### DSIRT and Threat Intel. Service

The A10 Networks DDoS Security Incident Response Team is here to support you in the event of a DDoS attack. Our highly specialized, ISACA-certified team is trained to handle a variety of DDoS infrastructure threats. You'll receive immediate assistance to restore your system to fully functional status and ensure business is up and running smoothly. Combined with the team is an additional layer of proactive defense intelligence system which blocks known threats based on real-time malicious indicator thus expanding protection from command and control servers.

## Support Resources

### A10 TAC offers two online resources

#### 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 A10 User Community Forum



- Post questions
- Search for answers
- Network with other users
- Direct link:  
[www.virtualadc.com](http://www.virtualadc.com)

**Note: Not for support issues. For support issues, please continue to use standard support process.**

## 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,  
Tel: +1 888 TACS-A10 (Toll-free USA)  
Tel: +1 408 325-8676 (International)
2. If you have a critical question on “How do I...?” –
  - a. Email [support@a10networks.com](mailto:support@a10networks.com).
  - b. Submit a case via the Web Portal.
  - 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](http://www.a10networks.com/support)

## Ticket Priorities

Customer requests are ordered and serviced by the TAC engineers and the DSIRT Team 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.

<b>P1</b> Priority 1	<b>P2</b> Priority 2	<b>P3</b> Priority 3	<b>P4</b> Priority 4
<p><b>Network Down</b> – an existing network is down, your TPS device is under DDoS attack, 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><b>Serious Degradation</b> – 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><b>Performance Impact</b> – 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><b>Installation Issue</b> – initial installation of A10 product either is not functioning or is not 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><b>Information</b> – customer requires information regarding currently deployed A10 product capabilities and configuration. There is clearly little or no impact to the customer's business operation.</p> <p><b>Assistance</b> – New configuration, upgrade and installation assistance can be requested through A10 Professional Services.</p>

## A10 Service Level Agreement Response Time

Priority	Response Time	Status	Management Escalation
<b>P1</b> Critical	Immediate	Every 4 Hours	1 Hour
<b>P2</b> High	1 Hour	Every 1 Business Day	4 Hours
<b>P3</b> Medium	4 Hours	Every 4 Business Days	7 Business Days
<b>P4</b> Low	8 Hours	Every 7 Business Days	N/A

## 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 a return merchandise authorization (RMA) if 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 Networksecurity solutions. A10 Networks makes high-performance products that help organizations accelerate, optimize and secure their applications. A10 Networks is headquartered in Silicon Valley with offices in the United States, United Kingdom, France, the Netherlands, Germany, Spain, Brazil, Japan, China, Korea, Taiwan, Hong Kong, Singapore and Malaysia. For more information, visit: [www.a10networks.com](http://www.a10networks.com)

## Contact

### A10 Networks

3 West Plumeria Drive, San Jose, CA 95134  
Tel: +1 408 325-8668

### Technical Support

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

## Warranty and Support Programs

	Program Type	Standard Warranty	Basic Support	Basic Plus Support	Gold Support	Platinum Support
Software	* 5 x 9 Email/Phone/Web Support	90 Days	x			
	7 x 24 Email/Phone/Web Support			x	x	x
	A10 Web-Based Support	90 Days	x	x	x	x
	Software Updates and Documentation	90 days	x	x	x	x
Hardware	** Depot Repair		x	x		
	Next Business Day Delivery	90 Days			x	
	4 Hour Hardware Replacement					x

\* Monday - Friday (except holidays) 9am - 6pm (local time) | \*\* 10 business day turnaround upon receipt of the unit