

Basic Support Service Program

Service Highlights

- Fast and efficient phone support 5 days a week
- Software updates

A10 Networks® provides a variety of support services designed to ensure that your A10 Networks systems install quickly, configure easily, and operate reliably in your network. A10 Networks offers Standard Warranty and four levels of maintenance programs to provide hardware, software and technical support services: Standard Warranty, Basic Support, Basic Plus Support, Gold Support, and Platinum Support coverage can be purchased with your A10 products. Coverage for A10 products under the **Basic Support Service Program** is described below.

Phone Support

For the duration of the term purchased, phone support is offered 5 days per week between the hours of 9:00 a.m. to 6:00 p.m. local time, except holidays, Monday through Friday. A10 Technical Support personnel will decline to support requests outside the specified hours. Access to Technical Support under the Basic Support Service Program period is on a commercially reasonable basis and A10 Networks will make every reasonable effort to provide fast and efficient service.

Software Updates

Software updates for system software and software products released by A10 Networks are provided for the duration of the Basic Support Service Program purchased by contacting A10 Networks Technical Support. System software updates include applicable minor releases (e.g. Release 2.7.1 to 2.7.2) to the A10 Networks family of products as well as major feature releases (e.g. Release 3.0 to 4.0). Customer must have access to the Internet for Web browser downloads as directed by Technical Support.

Advanced Hardware Replacement Service – 30 days from date of purchase

In the event of a hardware system failure, during the first 30 days from date of purchase, Advanced Hardware Replacement allows the customer to request that a replacement unit be shipped prior to the return of the failed unit. This service requires a phone support or email evaluation of the failed system by Technical Support personnel, and the issuance of a Technical Support RMA (Return Material Authorization) number. RMAs that are received by A10 before 12:00 pm (noon) local time will be shipped to the customer that same day whenever possible via next-business-day delivery. If the issuing depot is located in a different country from the A10 destination site, then it is possible that the international customs office could introduce further delays. Currently, A10 has logistics depots covering all major geographical regions with additional sites being added soon.

A10 Networks must receive the failed unit within 14 days after issuance of the RMA to avoid replacement charges, billed at the then current list price of the unit including installed options.

Register Your Products

Register your A10 products to obtain access to A10's Support Portal. Registered customers with valid standard warranty or support contract coverage have access to the latest documentation, firmware updates, and technical support information.

Hardware Repair Service

In the event of a hardware system failure during the period of the Basic Support Service Program purchased, the unit either will be repaired or, at A10 Networks' option, replaced with a new or reconditioned unit of equal or better value. This service requires a phone Support evaluation of the failed system by A10 Networks Technical Support personnel, and the issuance of a Technical Support RMA number. The customer must ship the failed unit, pre-paid, to A10 Networks. The RMA number must be clearly indicated on the box and shipping papers. Failure to do so will result in delays. A repaired or replacement unit will be shipped at A10 Networks' expense within 10 business days after receipt of the failed unit.

Prepare and Ship Your Return

After you have contacted A10 Customer Service and have received an RMA #, please follow these steps:

1. Prepare your package for return.

- Pack your item securely, insert any paperwork (with the RMA #) that was included when you requested your return from the A10 Customer Service Center. If you do not have the original product packaging, use a sturdy box and include padding such as packing bubbles or foam cushioning. Newspaper is not an acceptable form of padding/cushioning. If you need packing materials, please send an email to RMALogistics@a10networks.com, and request to have packing materials sent to you (include your RMA #), and we will send them to you at no charge.
- Attach the return label on the package.

2. Ship your return based on the return shipping option A10 has selected.

The shipping method may vary depending on the item(s) you are returning and the reason for the return.

- **Warranty Return/Basic or Basic Plus Maintenance:** If you are returning a product that is under warranty or have a current Basic or Basic Plus Maintenance agreement, you are responsible for all shipping costs (including duties and taxes) with the carrier of your choice.
- **Gold or Platinum Maintenance:** If you have a current Gold or Platinum Maintenance agreement, A10 will provide you with a prepaid mailing label for the return shipment and ship back via A10's designated carrier.

3. Insure your Package.

Insure the shipment for the value of the merchandise and ship your return with a signature shipping service. Items must be returned to A10 or A10's designated facility with a trackable shipping service.

IF A PACKAGE DOES NOT ARRIVE AND YOU DO NOT USE A TRACKABLE METHOD FOR THE RETURN SHIPMENT, OR IF THE MERCHANDISE WAS NOT PACKED SECURELY, A10 MAY NOT BE ABLE TO PROVIDE A REFUND OR REPAIR.

Register Your Products

In order to receive Technical Support, customers must register their products to gain access to phone support, software updates and A10's Support Portal. Registered customers with valid standard warranty or support contract coverage will gain access to the latest documentation, firmware updates, and technical support information.

Contact A10 Networks Technical Support at +1 (408) 325-8676 (International) or +1 (888) TACS-A10 (North America toll free).

How to Buy

The Basic Support Service Program is available for purchase in 1, 2, 3, 4 and 5 year terms. For more information, please contact your A10 Networks sales representative. You can also visit our website at www.a10networks.com or call us at +1 (408) 325-8668 (International) or +1 (888) A10-6363 (North America toll free).

The terms and conditions governing your warranty on A10 Networks products are located on the warranty page (see below). Such terms and conditions supersede all other terms, unless otherwise agreed by A10 Networks.

About A10 Networks

A10 Networks is a leader in application networking, providing a range of high-performance application networking solutions that help organizations ensure that their data center applications and networks remain highly available, accelerated and secure. Founded in 2004, A10 Networks is based in San Jose, California, and serves customers globally with offices worldwide. For more information, visit: www.a10networks.com

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To discover how A10 Networks products will enhance, accelerate and secure your business, contact us at a10networks.com/contact or call to speak with an A10 sales representative.