

# Gold Support Service Program

## Service Highlights

- Fast and efficient phone support 24 hours a day, 7 days a week
- Software updates
- Advanced hardware replacement shipped prior to return of failed unit

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: Basic Support, Basic Plus Support, Gold Support, and Platinum Support coverage can be purchased with your A10 products. Coverage for A10 products under the **Gold Support Service Program** is described below.

## Phone Support

For the duration of the term purchased, phone support is offered 7 days per week, 24 hours a day. Access to Technical Support under the Gold 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 Gold 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 and 4.0). Customers must have Internet access to download software updates as directed by Technical Support.

## Advanced Hardware Replacement Service

If a hardware system failure occurs during the period of the Gold Support Service Program, 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, approval 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 business day 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 pays for the return shipping cost of the failed unit by providing a pre-paid shipping label. 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.

## A10 Networks Preferred Service Program

Gain immediate access to A10 technical support through A10’s Preferred Service Program, an add-on package to A10’s Gold or Platinum support offerings. Available in two options – Preferred or Preferred Plus – these programs offer personalized attention and service that expedites issue resolution and increase the availability of mission-critical business systems.

To learn more about the A10 Networks Preferred Service Program, please visit <https://www.a10networks.com/sites/default/files/resource-files/A10-SCE70150-EN.pdf>.

List of Available Services		Support Programs		Add-On Programs	
		GOLD Support	PLATINUM Support	PREFERRED	PREFERRED PLUS
SOFTWARE	*5 x 9 Email/Phone/Web Support				
	7x24 Email/Phone/Web Support	X	X		
	A10 Web-Based Support	X	X		
	Software Updates and Documentation	X	X		
HARDWARE	**Depot Repair				
	***Same Day/Next Business Day Ship	X			
	Next Business Day Delivery	X			
	4 Hour Hardware Replacement		X		
PERSONAL ACCOUNT MANAGER	Customer Advocate			X	X
	Open Issues Tracking			X	X
	Critical Case Management			X	X
	Weekly Status Calls			X	X
	Quarterly Business Review			X	X
PERSONAL DESIGNATED SUPPORT	Senior Level A10 Support Engineers				X
	Knows Your Environment				X
	Remote Troubleshooting				X
	Fast Path Escalation				X
	Dedicated Toll Free Phone Line				X
	Preferred Case Queue				X
	Dedicated Lab				X

\* Monday - Friday (except holidays) 9am - 6pm (local time) | \*\* 10 business day turnaround upon receipt of the unit | \*\*\* RMAs received **before** 12:00 pm (noon) local time will be shipped the same day. RMAs received **after** 12:00 pm (noon) local time will be shipped the next business day.

## 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 Gold 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](http://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](http://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](http://a10networks.com/contact) or call to speak with an A10 sales representative.