A10 PREFERRED PLUS SERVICE PROGRAM

SERVICE HIGHLIGHTS

- Access to the highest level of A10 support team
- Premium service with a personalized customer experience
- Services that expedite issue resolution

To run a successful business, it is critical to have a stable and reliable network. Whether it is upgrading new technologies or changing your network to support new business needs, your network staff faces new challenges in their daily efforts to deliver the consistent network service that your business relies on. Before your network issues cause a major impact on business performance, they have to be pre-emptively identified and resolved quickly.

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

WHAT IS THE PREFERRED PLUS SERVICE PROGRAM?

A10 Networks Preferred Plus Service Program is an add-on package to A10's Gold or Platinum support offerings. Available in two options – Preferred and Preferred Plus – the program offers personalized attention and service that expedites issue resolution and increases the availability of mission-critical business systems.

A10 Preferred Plus Service Program provides premium service with a personalized customer experience. With A10 Preferred Plus Service, you will have access to a **Personal Account Manager (PAM)** and **Personal Designated Support (PDS)**, services that are designed to give you the highest level of support to get your network up and running with minimal downtime.

Your PAM and your PDS comprise a special team of highly skilled network engineers who are familiar with your networking environment and will expedite your issues from identification to resolution. With Preferred Plus Service Program, you know you are in good hands. We want you to walk away feeling confident, connected, and comfortable that we are taking good care of your every need.

KEY BENEFITS:

Preferred and Preferred Plus (Add-On Package)

PERSONAL ACCOUNT MANAGER

Customer Advocate	A Personal Account Manager will be assigned to your account and will be your single point of contact at every step of the process. The PAM will serve as your liaison with escalation engineering and management, and will manage the progress of your issues.
Open Issues Tracking	Your PAM and your Personal Designated Support team will periodically review and track open issues. Whether it is a minor glitch or a major critical issue, our goal is to reduce communication lag time, while providing the fastest resolution possible.
Critical Case Management	In critical case situations, your PAM provides frequent communications and updates to make sure that you are always informed of our progress.
Periodic Bug Reporting	Receive periodic proactive bug reports highlighting new or changed software caveats. These reports are tailored to your specific environment.

Weekly Status Calls	Receive weekly status calls from your PAM where discussion of any open issues can be addressed. These calls also create the opportunity to discuss any topics relating to your environment. Open technical discussion often leads to a faster resolution.
Quarterly Business Review	Quarterly business reviews will be conducted by your PAM, which may include a discussion of Case History, Return Materials Authorizations (RMAs) and preferred Service Level Agreement (SLAs).

PERSONAL DESIGNATED SUPPORT

Senior-Level A10 Support Engineers	Get access to A10's core team of senior-level support engineers, who are trained in handling critical network issues and dedicated to providing the most effective solutions to all of your open issues. These elite engineers will address your immediate needs, suggest best practices or technological alternatives, and discuss your long term objectives supporting your ongoing operations.
Knows Your Environment	Familiarity with your network environment can minimize time in data gathering. The A10 support team will frequently collect data and keep an updated repository of your network environment. Deep knowledge of your network and its traffic pattern saves time in collecting information, resulting in faster resolution.
Remote Troubleshooting	A10's highly skilled senior-level engineers can remotely troubleshoot, and quickly narrow down and identify the problem. We also enlist the help of escalation engineering to do live troubleshooting and evaluate an appropriate solution. This means faster service restoration and increased productivity.
Fast Path Escalation	With the Preferred Plus option, you will get expeditious handling of any request. Your issue will be escalated and managed faster, and will get an accelerated path to a higher level of support engineers and management team. Additionally, you will receive periodic updates of progress from your PAM.
Dedicated Toll Free Phone Line	A dedicated toll free telephone line gives you faster access to your preferred service.
Preferred Case Queue	Bypass the general support queue into a Preferred Case Queue. This Preferred Case Queue receives closer attention and monitoring, resulting in a quicker response time. Your PAM will be notified immediately once a case has been opened.
Dedicated Lab	With the Preferred Plus option, a dedicated lab area with a wide array of equipment will be reserved, ready to match a close replica of your network. This prevents longer lag time in finding and assembling the right equipment. With this option using a quick change of software configuration and traffic generation, your network can be replicated in minimal time.

PREFERRED PLUS SERVICE LEVEL AGREEMENT RESPONSE TIME

With A10 Preferred Plus Service Program, each customer case is closely monitored until resolution. Depending on the priority of the problem and the elapsed time, key management personnel are engaged to bring crucial resources to resolve the problem in the quickest possible time. Our Preferred Service Level Agreement Response Times are as follows:

PRIORITY	RESPONSE TIME	STATUS UPDATE	MANAGEMENT ESCALATION
1: Critical	Immediate	Every 2 Hours	Immediate
2: High	Immediate	Every 4 Hours	1 Hour
3: Medium	2 Hours	Every 3 Business Days	5 Business Days
4: Low	4 Hours	Every 7 Business Days	N/A

COMPARISON OF ADD-ON PACKAGES FOR SUPPORT AND ADD-ON PROGRAMS

The following table shows the various add-on packages available for additional support. Only customers with an active support program (Gold/Platinum) can purchase one of the add-on programs (Preferred or Preferred Plus).

		SUPPORT PROGRAMS		ADD-ON PROGRAMS	
	PROGRAM TYPE	GOLD SUPPORT	PLATINUM SUPPORT	PREFERRED	PREFERRED PLUS
Software	7x24 Email/Phone/Web Support	●	●		
	A10 Web-Based Support	●	●		
	Software Updates and Documentation	●	●		
Hardware	Next Business Day Delivery	●			
	4 Hour Hardware Replacement		●		
Personal Account Manager	Customer Advocate			●	●
	Open Issues Tracking			●	●
	Critical Case Management			●	●
	Periodic Bug Reporting			●	●
	Weekly Status Calls			●	●
	Quarterly Business Review			●	●
Personal Designated Manager	Senior Level A10 Support Engineers				●
	Knows Your Environment				●
	Remote Troubleshooting				●
	Fast Path Escalation				●
	Dedicated Toll Free Phone Line				●
	Preferred Case Queue				●
	Dedicated Lab				●

MORE INFORMATION

To inquire about A10 Networks Preferred and Preferred Plus Add-On Program, please contact your A10 Networks sales representative at www.a10networks.com/contact.

ABOUT A10 NETWORKS

A10 Networks (NYSE: ATEN) is a Secure Application Services™ company, 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, Calif., and serves customers globally with offices worldwide. For more information, visit: www.a10networks.com or tweet @A10Networks

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