

# Silver Support Service Program

## Service Highlights

- Fast and efficient phone support 24 hours a day, 7 days a week
- Software updates
- Only available to select countries
- 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: Standard Warranty, Basic Support, Silver Support, Gold Support, and Platinum Support coverage can be purchased with your A10 products. Coverage for A10 products under the **Silver Support Service Program** is only available to select countries. Details of the Silver support program are 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 Silver Support Service Program period is on a commercially reasonable basis and A10 Networks will make every reasonable effort to provide fast and efficient service. Contact A10 Networks Technical Support at +1 (408) 325-8676 (International) or +1 (888) TACS-A10 (North America toll free).

## Software Updates

Software updates for system software and software products released by A10 Networks are provided for the duration of the Silver 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 Silver Support Service Program, Advanced Hardware Replacement allows the customer to request 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. **RMA's that are received by A10 before 12:00 pm (noon) local time will be shipped the same day from A10 Networks' US headquarters. Final delivery date is subject to customs clearance process as regulated by the recipient country government.** It is possible that the international customs office could introduce further delays.

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.

## 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.

## A10 Networks Support Programs-at-a-Glance

A10 Networks offers a variety of support programs designed to ensure network efficiency and uptime. Gain immediate access to A10 technical support through A10's Preferred Service Program, an add-on package to A10's Silver, 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	
		SILVER Support	GOLD Support	PLATINUM Support	PREFERRED	PREFERRED PLUS
SOFTWARE	*5 x 9 Email/Phone/Web Support					
	7x24 Email/Phone/Web Support	X	X	X		
	A10 Web-Based Support	X	X	X		
	Software Updates and Documentation	X	X	X		
HARDWARE	**Depot Repair					
	***Same Day/Next Business Day Ship	X	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.

## How to Buy

The Silver Support Service Program is only available for countries outside the United States and Canada, and 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)

### Corporate Headquarters

**A10 Networks, Inc**  
3 West Plumeria Ave.  
San Jose, CA 95134 USA  
Tel: +1 408 325-8668  
Fax: +1 408 325-8666  
[www.a10networks.com](http://www.a10networks.com)

### Worldwide Offices

**North America**  
[sales@a10networks.com](mailto:sales@a10networks.com)  
**Europe**  
[emea\\_sales@a10networks.com](mailto:emea_sales@a10networks.com)  
**South America**  
[latam\\_sales@a10networks.com](mailto:latam_sales@a10networks.com)  
**Japan**  
[jinfo@a10networks.com](mailto:jinfo@a10networks.com)  
**China**  
[china\\_sales@a10networks.com](mailto:china_sales@a10networks.com)

**Taiwan**  
[taiwan@a10networks.com](mailto:taiwan@a10networks.com)  
**Korea**  
[korea@a10networks.com](mailto:korea@a10networks.com)  
**Hong Kong**  
[HongKong@a10networks.com](mailto:HongKong@a10networks.com)  
**South Asia**  
[SouthAsia@a10networks.com](mailto:SouthAsia@a10networks.com)  
**Australia/New Zealand**  
[anz\\_sales@a10networks.com](mailto:anz_sales@a10networks.com)

To learn more about the A10 Thunder Application Service Gateways and how it can enhance your business, contact A10 Networks at: [www.a10networks.com/contact](http://www.a10networks.com/contact) or call to talk to an A10 sales representative.

Part Number: A10-SCE70158-EN-01  
June 2015

©2015 A10 Networks, Inc. All rights reserved. The A10 logo, A10 Harmony, A10 Lightning, A10 Networks, A10 Thunder, aCloud, ACOS, ACOS Policy Engine, Affinity, aFlex, aFlow, aGalaxy, aVCS, AX, aXAPI, IDaccess, IDSentry, IP-to-ID, SSL Insight, Thunder, Thunder TPS, UASG, and vThunder are trademarks or registered trademarks of A10 Networks, Inc. All other trademarks are property of their respective owners. A10 Networks assumes no responsibility for any inaccuracies in this document. A10 Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.