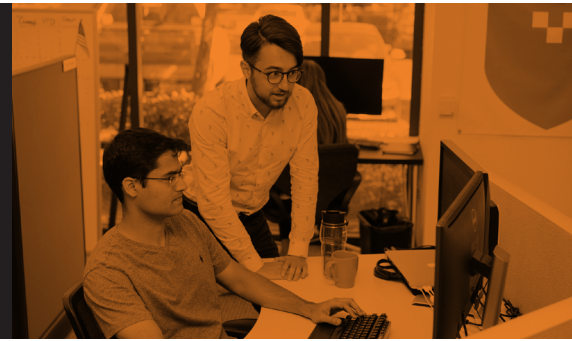# PREMIUM
CUSTOMER SUPPORT
AND MAINTENANCE SERVICES

INTRODUCTION

RedSeal customer support engineers are dedicated to helping customers resolve issues as they work to analyze and improve their network's resilience. Our support engineers are experienced professionals with extensive security and networking expertise earned by working hands-on with the world's largest and most complex networks.

PREMIUM SOFTWARE SUPPORT SERVICES

Includes:

• Software updates

• 24-hour access to the RedSeal Support Portal, where you'll find product documentation as well as training materials and videos

• 24 x 7 x 365 phone and email access to the RedSeal Customer Service team

• Initial response from a customer service engineer based on the severity of your issue (see table below).

PREMIUM SOFTWARE MAINTENANCE	
SEVERITY	**INITIAL RESPONSE TIME**
Severity 1 Down, no workaround	Contact within 1 hour
Severity 2 Degraded capabilities, no/impractical workaround	Contact within 4 hours
Severity 3 Degraded, workaround available	Contact within 8 hours
Severity 4 Question or request for enhancement	Contact within 12 hours

HARDWARE SUPPORT SERVICES (RedSeal physical appliance)

Extended Hardware Support: Customer Returns Drives

- If replacement drives are needed, you must return defective drives to RedSeal under Return Material Authorization.
- Replacement hardware will be delivered within 3 business days.

Extended Hardware Support: Customer Keeps Drives

- If replacement drives are needed, you can keep your defective drives under Return Material Authorization.
- Replacement hardware will be delivered within 3 business days.