



Advanced Support Plan

Cyberoam's Advanced Support Plan offers you Services which enable you to avoid delays associated with shipping replacement parts thus helping to recover faster in an unlikely event of Hardware Malfunction.

Index

Technical Support Services
Online Support Services
Software Support Services
Warranty and Replacement Services
Advanced Hardware Replacement

• Technical Support Services

Remote technical support is provided through

- Phone: 8 x 5 Support (Business days only)
- Email: 8 x 5 Support (Business days only)
- Web: 8 x 5 Support (Business days only)

Response time: First Response - 4 hrs maximum

• Online Support Services

- **Unlimited access to Knowledge base**

24x7 Access to our knowledge-base allowing you access to documentation, product information, manuals, software release notes, etc. Cyberoam Knowledge-base also helps you to research common technical issues at your convenience.

- **Restricted access to TAC Case collection tool**

24x7 Access to our Cyberoam Case Collection Centre allowing you restricted access to current customer support cases as well as resolved cases.

• Software Support Services

- Hot-Fixes and enhancement upgrades 24x7
- Software and OS upgrades 24x7
- Signature and database update 24x7
 - Web content filtering
 - Intrusion Detection and Prevention
 - Anti Virus, Anti-Spyware, Anti-Malware
 - Anti Spam Database
- Remote Diagnostics: Under Special Cases, Cyberoam Engineers will perform remote diagnostic & analysis of your Cyberoam Console.



• Warranty and Replacement Services

- Limited 1 Year hardware warranty of Cyberoam spare-parts except power supply & fans.
- **7-day** return and replacement policy
- **Advance Hardware Replacement Facility:** Advance replacement of faulty appliance with new or refurbished replacement unit, shipped next business day following RMA approval.



USA - Tel: +1-978-465-8400, Fax: +1-978-293-0200
India - Tel: +91-79-66065606, Fax: +91-79-26407640

