

# EMEA

# Technical Support

# Service

# Palo Alto

# Welcome Pack

## Increase peace of mind with Exclusive Networks Support Services

*This Welcome Pack is provided for informational purposes only and is intended to give a high-level overview of the Palo Alto Networks Technical Support Service offering. It does not form part of any legally binding agreement and does not override or amend the terms of the applicable Statement of Work, contract, or Terms & Conditions agreed between parties.*

*All services will be delivered strictly in accordance with the contractual documents in place. In the event of any inconsistency between this Welcome Pack and the contractual documents, the latter shall prevail. Exclusive Networks reserves the right to update or amend this Welcome Pack without prior notice.*

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**Technical Support Service** contracts provide access to the Exclusive Networks Technical Assistance Centre (EXN TAC) to work with you through any **post-sales technical support queries, technical incident assistance and the replacement of hardware** determined to be defective by Palo Alto Networks (PAN).

Exclusive Networks TAC work with Palo Alto Networks, as a certified Authorised Support Centre (ASC) to provide technical support and services. Exclusive Networks TAC engineers hold accreditations in the products supported and are available 24x7x365 to respond to customer requests. The support service covers all regions within EMEA.

Exclusive Networks

Tel: +44 (0) 1420 548 247

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Portal: [globalsupport.exclusive-networks.com](https://globalsupport.exclusive-networks.com)

# Service Levels and Definitions

**Technical Support defines a technical incident as any break/fix issue:**

- › Previously working configuration no longer working as expected or degraded environment.
- › Configuration errors, software bugs, or hardware faults
- › Requests for documentation, release notes, PAN Knowledge Base, etc.
- › Exclusive Networks TAC engineers will not undertake new configuration, deployments or migrations, as this work falls under professional services.
- › EXN TAC will not provide support for unsupported firmware/hardware.

**The EXN TAC service levels available for support via phone, portal and email:**

- › TAC access 24x7x365

**The EXC TAC hardware coverage levels available:**

- › Next Business Day (NBD) - advanced hardware replacement
- › 4-Hour hardware - advanced hardware replacement

Support Entitlement	EXN TAC 24x7x365	Hardware NBD	Hardware 4-Hour*	Notes
Talk24	✓	✗	✗	Virtual/Cloud - No hardware replacement
Talk24 + HW	✓	✓	✗	
Onsite24	✓	✗	✓	UK sites only
4-Hour AHR	✗	✗	✓	No TAC support, hardware only
4-Hour AHR +Prep **	✗	✗	✓	No TAC support, hardware only

\*Engineer on site within 4 hours of Palo Alto Networks TAC RMA approval to assist with removal of faulty unit and racking of replacement unit.

\*\* Customer configuration and firmware pre-loaded during rack and stack. It is the customer's responsibility to provide EXN the correct configuration file and PANOS version.

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# Priority Definitions

EXN TAC work to 4 levels of priority. Each of these will determine the SLA on initial response as well as our target follow up times for the duration of the support case.

<b>Priority 1</b> URGENT	Product or service is down or critically impacting the customer's production environment, hampering normal operations.
<b>Priority 2</b> HIGH	Primary unit has failed, product or service is impaired. Production environment is up but impacted or lacks resiliency.
<b>Priority 3</b> MEDIUM	A product function has failed, and the production environment is degraded or not affected. Non-critical business applications are unreachable.
<b>Priority 4</b> LOW	General assistance that includes feature, information, documentation, how-to and enhancement requests.

# SLAs and Target Follow Up Times

## Initial Response SLA

For EXN TAC engineer to take assignment of new case and provide first update/request.

Case Priority	24x7x365 Service Level
<b>Priority 1</b> URGENT	< 1 Hour
<b>Priority 2</b> HIGH	< 4 Hours
<b>Priority 3</b> MEDIUM	< 8 Business Hours
<b>Priority 4</b> LOW	< 16 Business Hours

## Target Follow Up Times

Exclusive Networks TAC engineers will aim to provide regular updates based on the case priority. This may be impacted by frequency of responses from Palo Alto Networks TAC, or customer responsiveness.

After 3 follow ups with no customer response, the EXN TAC Engineer will proceed with case closure.

Case Priority	Target Follow Up Times
<b>Priority 1</b> URGENT	<b>Every 4 hours</b> until resolved, or a workaround is in place
<b>Priority 2</b> HIGH	<b>Every business day</b> until resolved, or a workaround is in place
<b>Priority 3</b> MEDIUM	<b>Every 3 business days</b> until resolved
<b>Priority 4</b> LOW	<b>Once per business week</b> until resolved

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# Technical Support Engineer Levels

<b>EXN TAC LEVEL 1</b>	<ul style="list-style-type: none"> <li>• <b>Basic configuration issues</b></li> <li>• <b>Product feature questions</b></li> <li>• <b>“How to” user questions</b></li> </ul>
<b>EXN TAC LEVEL 2</b>	<ul style="list-style-type: none"> <li>• <b>Advanced configuration issues</b></li> <li>• <b>“Product not working as expected” issues</b></li> <li>• <b>RCAs</b></li> </ul>
<b>PAN TAC LEVEL 3</b>	<ul style="list-style-type: none"> <li>• <b>Software bugs</b></li> <li>• <b>Licensing Issues</b></li> <li>• <b>Advanced Cloud Networking issues</b></li> <li>• <b>To authorise hardware faults as part of the RMA process</b></li> </ul>

As part of Palo Alto Networks' ASC requirements, support cases are assigned to a level 1 engineer and are worked and followed up based on priority. Support cases are escalated to level 2 and if necessary, level 3 once all escalation requirements have been met.

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# Technical Support Process

## Opening a Support Case

For P1 (Urgent) and P2 (High) issues call us

Telephone: [+44 \(0\) 1420 548 247](tel:+4401420548247)

For non-urgent P3 and P4 issues

Email: [24x7@exclusive-networks.com](mailto:24x7@exclusive-networks.com)

Portal: [globalsupport.exclusive-networks.com](https://globalsupport.exclusive-networks.com)

## For new issues please provide the following:

- › The serial number for the affected devices – this is needed to validate support entitlement:
- › Contact details of an engineer with access to the environment:
  - Contact name:
  - Contact phone number:
  - Contact email:
- › Priority and Impact of the incident:
- › Current Software Version(s) as required:
  - PANOS:
  - Agent Version (Global Protect/Cortex XDR):
  - User-ID/TS/Plugin:
- › Summary of the incident:
- › Steps to reproduce the incident:
- › Recent changes to the environment:
- › Network topology:
- › Files and Data collected:
- › Location of hardware (4 hour):

## For existing issues:

- › Your EXN TAC case number (Starting with EXN-###)
- › Any additional details about the case raised since last contacting EXN TAC

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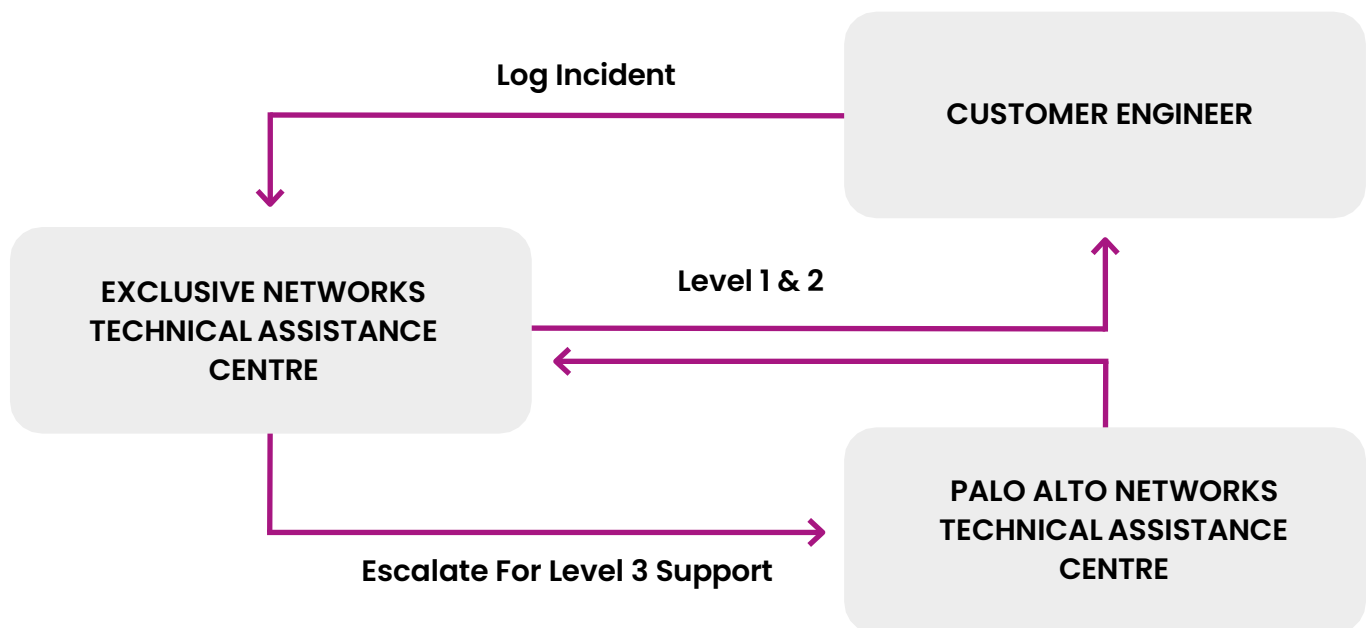
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# Technical Support Process

## Case Handling Process

The diagram below details the logical flow for a support case, and shows the process of interaction between customers, Exclusive Networks TAC and Palo Alto Networks TAC.

1. Customer engineer to log incident with EXN TAC via email or phone call.
2. EXN TAC support case created and case number emailed to customer contact.
3. The EXN TAC will provide level 1 and 2 technical support. If the issue requires RMA approval or an advanced level of technical expertise, then the case will be escalated up to the level 3 Palo Alto Networks TAC team.
4. The EXN TAC engineer will be responsible for liaising with Palo Alto Networks TAC and providing regular updates to the customer engineer. If the Palo Alto Networks TAC Engineer needs to liaise directly with the customer, then calls and remote meetings will be facilitated as required.



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# Hardware Replacement Support Process

Palo Alto Networks TAC qualify hardware faults and provide final approval for starting the Return Merchandise Authorisation (RMA) process. Exclusive Networks TAC are unable to provide hardware replacements preemptively, or prior to approval from Palo Alto Networks.

## Next Business Day (NBD) support:

1. Device confirmed as faulty and approved for replacement by the TAC engineer.
2. RMA number issued and replacement process initiated.
3. Replacement device is shipped to customer site for NBD delivery\*. Depending on the depot locations, shipping will be handled directly by Palo Alto Networks.
4. Customer returns faulty device within 10 days.

\* NBD delivery SLA dependent on spares depot cut-off times. Typically, RMA to be approved by 2pm (GMT/BST) to enable NBD.

## 4-Hour On-Site support:

- ▶ Customers with either 'Onsite24' or '4-Hour AHR' support entitlement will have hardware replacement dispatched to arrive at site within 4 hours of RMA approval by Palo Alto Networks. If the customer cannot allocated a suitable delivery time slot then the service is forfeit and defaults to Next Business Day.
- ▶ On request, an engineer can be organised to perform a 'rack and stack' service at time of delivery only. If site access cannot be provided at time of delivery to carry out the works, the customer forfeits their option of an engineer.
- ▶ The Exclusive Networks TAC engineer's responsibility lies solely with the equipment being replaced. No troubleshooting or configuration changes will be made, only hardware replacement.
- ▶ If the faulty device is required to remain on site at the time, it will be the customer's responsibility to return the device to Exclusive Networks within 10 days.
- ▶ 'OnSite24' & '4-Hour AHR (+Prep)' is only available within limited locations within the UK

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# The RMA Support Process

The RMA process for 4-hour hardware replacement will differ depending on contract type:

## **Onsite24 (24x7x365 support + 4-Hour hardware support)**

1. Device is confirmed to be located within supported region
2. Device confirmed as faulty by EXN TAC and approved for replacement by the PAN TAC engineer.
3. RMA number issued and replacement process initiated.
4. Customer to provide contact and site access details, with confirmation for EXN TAC engineer to travel to customer site with replacement unit.
5. EXN TAC engineer arrives at customer site and if necessary, assists with racking of replacement device, and configuration of management IP for connectivity.
6. EXN TAC engineer to leave site after maximum of 2 hours. Additional time may be subject to cost charges.

## **4 Hour AHR (4-Hour hardware support only)**

1. Device is confirmed to be within supported region
2. Customer confirms device as faulty and raises issue directly to PAN TAC.
3. PAN TAC confirms fault to customer and approve replacement.
4. Customer contacts EXN TAC to advise of hardware fault and provide proof of PAN's RMA approval.
5. EXN TAC log case and initiate replacement process.
6. Customer to provide contact and site access details, with confirmation for EXN TAC engineer to travel to customer site with replacement unit.
7. EXN TAC to provide customer with Exclusive Networks delivery address, which customer will pass to PAN to ensure Exclusive Networks receive replacement unit to replenish stock.
8. EXN TAC engineer arrives at customer site and if necessary, assists with racking of replacement device, and configuration of management IP for connectivity.
9. EXN TAC engineer to leave site after maximum of 2 hours. Additional time may be subject to cost charges.

## **4 Hour + Prep (4-Hour hardware support only)**

As above, plus configuration pre-load and software upgrade prior to site delivery.  
4-hour SLA begins once configuration file has been received and successfully loaded.

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# Escalation Process

## Technical Escalations

### Level 1 Support

Call handling and logging by a Technical Support Engineer to troubleshoot to resolution or escalate where necessary.

- › **Contact:** Exclusive Networks Technical Support
- › **Email:** [24x7@exclusive-networks.com](mailto:24x7@exclusive-networks.com)
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### Level 2 Support

Technical escalation point for Level 1 Support who work with more complex issues and work closely with the Level 1 Support team to resolve or escalate issues.

### Level 3 Support - Palo Alto Networks (PAN TAC)

Technical escalation point for Level 2 Support, and to approve hardware faults as part of the RMA process handled by Level 1 Support.

## Management Escalations

To raise any issues related to existing Technical Support cases, or requests for escalations, customers are encouraged to use the below contacts. Issues will be actioned by the appropriate management levels.

### Level 1

Team Management escalation to **Technical Support Manager**

### Level 2

Country Management escalation to **Head of UK Technical Support**

### Level 3

Global Management escalation to **Head of Global Technical Support**

The Exclusive Networks Technical Support Management Team can be reached at:

[Techsupportmgmt\\_UK@exclusive-networks.com](mailto:Techsupportmgmt_UK@exclusive-networks.com)

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