Thales Support Plans

Protection and Peace of Mind

Thales Enterprise Security Products are designed and built to provide the strongest mechanisms available to keep your business secure. As your organization grows and evolves, and as new security threats emerge, it makes sense to protect your security infrastructure with a comprehensive support package. Thales offers three Support Plans designed to meet your maintenance needs and give you the peace of mind that your Thales security solution will always be performing to the highest level.

Premier Support Plan Coverage

The Premier Support Plan represents the highest service level that Thales offers. It includes a unique SLA of up to 30-minutes for First Technical Response for critical issues. Additional features above Enhanced Support include:

> Regular Support Account reporting and management.
> Two certification training credits, allowing two of your engineers to attend Thales certification courses at no additional cost.
> Option to purchase a Named Engineer service

Named Engineer Option

As a purchasable extension to the Premier Support Plan, Thales also offers a Named Engineer option for greater familiarity and attention to your environment. Subject to availability, the Named Engineer is available during local regional hours and assisted by the global Technical Support team during off hours.
This option provides a named technical contact and advanced services such as upgrades and migrations guidance, monthly updates, cases status calls and roadmap presentations.

Enhanced Support Plan Coverage

For enterprise customers, where your Thales product is part of your mission-critical infrastructure and operation, Thales offers a comprehensive and responsive coverage option with its Enhanced Support Plan. The Enhanced coverage applies to Enterprise hardware products and stand-alone software products which often have to work together as a total solution.

Features included above the Standard Support Plan include:

> 24x7x365 online and phone support coverage with First Technical Response within one hour for critical issues and 4-hour response time for high priority issues.
> 24x7 access to the Thales Knowledge Base and Support Portal.
> Free advance replacment option, with priority shipment on the next business day. The exchanged hardware product is shipped from an authorized Thales location.
> Free electronic access to all update releases of firmware or software originally provided with the hardware product and of Thales stand-alone software-based security products.

Standard Support Plan Coverage

To protect your investment from rapidly changing threats, and to maintain normal operations, Thales offers the entry level Standard Support Plan. Standard coverage includes:

> Online and phone support coverage during normal regional business hours with first technical response within 8 business hours.
> 24x7 access to the Thales Knowledge Base and Support Portal.
> Return-to-the-factory and replacement, with a 20-business-day turnaround (shipping charges not included).
> Discounts toward the purchase of major software releases (these are typically identified by an increase in the major version of a release).
> Free update releases of firmware or software originally provided with the hardware product.
> Free quality and minor release updates for Thales stand-alone software-based security products.

Original Warranty Coverage

Thales's product warranty coverage, included with the purchase of your Thales products, provides assurances that the product will perform as specified at the time of purchase. This warranty coverage includes options for hardware repair or replacement where applicable and also provides certain access privileges to Thales Technical Support Centers.

Support Offerings at a Glance

Support offerings	Premier	Enhanced	Standard	Original Warranty
TERM	1 Year, Renewable	1 Year, Renewable	1 Year, Renewable	1 year
Hours of Coverage	24 x 7 x 365 coverage	24 x 7 x 365 coverage	8 x 5 regional business hours only*	8 x 5 regional business hours only*
1st Response Target	• 30 Minutes for Critical issues • 4 Hours for high issues • 8 hours for Medium and Low cases	• 1 Hour for Critical issues • 4 hours for High issues • 8 hours for Medium and Low cases	8 Business Hours	24 Hours
Web / Portal Access	Portal and Phone Support	Portal and Phone Support	Portal and Phone Support	Portal Support Only
Additional Support Options	• Account reporting and management • 2 Certification Credits • Option to purchase a Named Engineer Program			
EQUIPMENT REPLACEMENT****	Next Business Day advance shipment after RMA and service entitlement verification***	Next Business Day advance shipment after RMA and service entitlement verification***	20-business-day replacement (Receipt to Shipment)**	20-business-day replacement (Receipt to Shipment)**
FIRMWARE, MINOR UPDATES, AND PATCHES	All updates available at no charge	All updates available at no charge	All updates available at no charge	Not available
UPDATES FOR STAND-ALONE SOFTWARE	All updates available at no charge	All updates available at no charge	• No charge for minor releases • Discounts toward major releases	Not available

Exclusions and Restrictions

  * Regional Business Hours are the hours between 09:00 AM EST and 09:00 PM EST for the United States, 09:00 AM GMT and 5:30 PM GMT for the EMEA region and 06:00 AM IST and 07:30 PM IST for the APAC region, Monday through Friday excluding holidays.

  ** Except for costs associated with shipment to the repair facility and any fees, duties, or taxes associated with an international shipment.

  *** Equipment not returned within 30 days will be invoiced at list price.

**** Return to factory available on select products only. A full list is available from the maintenance renewal team. Non-standard items may be subject to standard lead time (SLT). Items will be shipped via standard overnight service (domestic shipments) or International Priority (international shipments).

Call us at +1 410.931.7520 or find a local number at **Thales Support Portal -** https://supportportal.thalesgroup.com/