

USEast Technologies LLC
Support and Maintenance
Policy

for the

NS-Series ISA Appliance

July 2008

USEast Support and Maintenance Policies

Overview

On May 1st 2008 USEast Technologies LLC took over the sales and support of the NS-Series Appliances from Network Engines (now known as NEI). USEast is staffed by former NS-Series support technicians and we will continue to have a close working relationship with NEI going forward.

NEI provided a standard and a premium support and maintenance program for customers who purchased the NS-Series appliances. The difference between the Standard and Premium program was 7x24 coverage for the premium contract. USEast will honor those contracts as written until they expire.

USEast will offer single blended contract that will include 7x24 coverage for high severity events. We understand the importance of the ISA firewall to your organization and in our 4 years of supporting ISA firewall we've learned that 7x24 support coverage is critical for a firewall appliance.

All support contracts will include:

1. Software Support and Maintenance
2. Extended Hardware Warranty
3. Advance Replacement Service

Software Support and Maintenance Details

Software Support

Software support is included in all USEast support contracts. USEast will provide software support services for the appliance software as originally shipped by NEI. The software includes:

- Microsoft Windows 2003 Standard Server
- Microsoft Internet Security and Acceleration Server 2004 Standard Edition
- NEI NEWS management software

USEast will assist the customer in configuring the appliance to work as designed. The customer must agree to have a knowledgeable resource available to work with the USEast technical personnel. The knowledgeable resource is necessary to understand the network in which the appliance operates, to understand the current configuration, to understand the desired behavior of the appliance, and in order to affect and authorize changes to the configuration of the appliance.

USEast uses Live Meeting to remotely support the NS-Series appliance. To receive the quickest resolution to problems, the end customer / reseller should be willing to allow a USEast technician access to the appliance in a secure Live Meeting session. See additional information on this below. USEast will also use a customer supplied remote support solution if required.

Software support is offered via the following methods:

Telephone Support

Telephone Support with a USEast technician is available to customers during the hours of 8:00 a.m. To 6:00 p.m. US Eastern Time Zone, Monday through Friday, exclusive of USEast observed holidays. All calls not answered by a technician will go to an automated voice mail system. All

voice mail is delivered to all USEast technicians via email. The phone #'s for USEast Technical Support are:

North America Toll Free – 1-866-668-4ISA
North America Non-Toll Free – 1-781-583-1448
EU Local Phone # – Coming Soon

Email Support

Email sent to isasupport@useast.com is monitored 7x24x365. Customers will receive an initial response validating that the email was delivered to a technician. If you have a critical issue, send email to ISASupportCritical@USEast.Com and we will make our best effort to get back to you faster than usual. Normal response times to all email support requests (including voice mail and web tickets) are listed in the table below based on severity.

Remote Support via Live Meeting

USEast offers remote technical support via Live Meeting. Live Meeting allows a USEast technician to have read only or complete control of the NS-Series appliance. This means we can troubleshoot and resolve issues quicker than using traditional support techniques. The Live Meeting client can be installed on the management workstation using [this link](#).

Web Support

USEast offers technical support on the web at <http://www.useast.com>. Support Tickets can be created at the web site and the tickets will be forwarded to USEast technicians via email. The temporary url to enter support tickets is [HERE](#).

If you do not have a login, please send email to ISASupport@USEast.Com and we will get you one. USEast will soon provide ticket creation directly on the USEast web site.

USEast will also provide various self help tools such as a knowledgebase and a user forum as well as links to all the other MS ISA specific self help tools available on the web.

Software Severity definitions and response times

Severity Level	Impact	Targeted Response time	Targeted Resolution Time
High	Users cannot receive or send email, customers cannot reach your web site. Hardware will not boot. Potential financial impact	Immediate automated response with further support options. Target 4 hour response time, 7x24x365 by a live technician.	Within 3 days
Medium	Internal users cannot reach the internet, occasional disruption of email and inbound web requests. VPN clients cannot connect. Hardware will boot but requires frequent reboots	Within 24 hours 7x24x365	Within 5 days
Low	General questions, configuration guidance, update issues	Within 48 hours 7x24x365	Reasonable based on the issue

NOTE – Support requests that do not clearly note the severity level, the serial # of the appliance and contact information will be treated as a low severity.

On Site Support

Support that requires a site visit is available at a daily rate of \$1200 per day plus travel time and per diem.

Software Maintenance

Software maintenance is included in all USEast support contracts. During the contract coverage period, USEast will provide enhancements to the appliance software. Please contact us for a current schedule of planned enhancements.

Software Update Service

The software update service, which provides software updates for the Windows OS, ISA Server and NEWS will continue to be offered. Software updates may include patches, hot fixes, service packs and feature enhancements, when and if available. Registered users covered by a USEast support program may check for available updates from the NEWS update page. USEast customer service will additionally send email alerts to registered users for high priority upgrades.

Extended Hardware Warranty Details

The extended hardware warranty covers all hardware functional and mechanical defects. The warranty does not cover software problems, shipping damage or damage by the customer, warranty VOID sticker damaged or removed, appliance password lockout and excessive returns with no problem found

Advance Replacement Service Details

The Advance Replacement Service helps to insure that you will have the least amount of downtime should a hardware problem occur. To receive an advance replacement, a USEast technician must validate that the problem requires replacing the hardware issuing an RMA #. RMS #'s issued by USEast before 1:00 pm EST US during normal business hours will be shipped that same day. RMA #'s issued by USEast after 1:00 pm EST or during a USEast holiday or weekend will be sent during the next USEast business day. The end user must return the failing equipment directly to USEast at 25 Dan Road, Canton, MA. 02021 within 15 days. If the equipment is not returned, USEast has the right to bill the contract owner for the equipment. All returned equipment must be shipped in the original or supplied shipping container.

RMAs to International locations use the same response timetable as domestic. The RMAs will be sent expedited service and will generally arrive at the end users site in 2 - 3 days (this longer time is necessary to clear customs). The shipments will be Delivered Duties Unpaid (DDU) the end user will be responsible for all taxes and duties including VAT

Advance Replacement Service Shipping Details

Locations	Shipping Details
North America	Round trip next-day delivery with pre-paid return shipping anywhere within the U.S. and Canada (excludes Mexico)
EU Countries	Round trip shipping with pre-paid return shipping to EU countries. The shipments will be delivered duties unpaid (DDU). The end user will be responsible for all taxes and duties including VAT
Non-EU Countries	Outbound express freight and applicable VAT is billed to the customer. Pre-paid return freight is covered under the warranty. The shipments will be delivered duties unpaid (DDU). The end user will be responsible for all taxes and duties including VAT

Support for Appliances Not Covered by a Support and Maintenance Contract

Time and Material (Per Incident) Services

Time and Material Services (T&M) are available to support products not covered under a Support and Maintenance contract, or for hardware component failures caused by misuse of the appliance. Services offered include remedial maintenance and repair services on a 'per event' basis. Telephone assistance and all other services are billable per the current service price list. The Customer must provide a purchase order or other means of payment before services are provided.

Out-of-Warranty Factory Repair and Return Service

Factory Repair and Return provides non-contract repair of NS-Series appliances

- For domestic US. sites, the customer is responsible for the freight charges to and from the designated repair center. For international shipments, the customer is also responsible for portal-to-portal charges associated with all import/export broker, customs and duty fees.
- Equipment sent in for repair will be upgraded to the latest, mandatory hardware revision, to the extent that the upgrades can be completed on the existing platform.
- Repaired products are targeted to be returned to the customer within twenty (20) days of receipt.
- All repaired NS-Series appliance products are guaranteed to be free from defect for 90 days.

A pre-approved Return Material Authorization (RMA) number must accompany returned equipment. A PO for the original system value is required before an RMA number is issued.

Non-Warranty Advance Replacement Service

A non-warranty advance replacement service is available for advance replacement customers who request an advance replacement for a reason not covered by the hardware warranty. Examples include software problems, re-imaging, box lock-out, elective upgrade (may include re-imaging charges), "management override" (when an appliance is returned with no trouble found). Freight charges are the same as in-warranty freight charges).

Supported Appliance Models

Below are the supported versions of the NS-Series appliance:

Appliance Model	Appliance Model
NS 6300 (EOL)*	NS 8400 (EOL)*
NS 6400 (EOL)*	NS 9200 (EOL)*
NS 6250 (EOL)*	NS 9106
NS 6250i (EOL)*	NS 9206
NS 8200 (EOL)*	NS 9406

*These models are no longer in production.

For more information contact:

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