



A10 Technical Assistance Center Support Guide

A10 Networks Is Committed to Your Complete Satisfaction

Through teamwork, technology, expert knowledge, professionalism, and a commitment to excellence, A10's support team addresses customer issues as its main priority. A10's Technical Assistance Center (TAC), a worldwide customer service team, provides technical support on A10 Networks products, helping fulfill the company's mission to become the industry leader in support.



Global Support



Preferred Support



Technical Training



DSIRT and Threat Intel. Services

Global A10 Centers are staffed with experienced engineers who are dedicated to supporting your organization's technology needs. We pride ourselves on providing highly responsive and effective customer service to maximize our customer's investment. We are available 24x7x365 and have offices located in Amsterdam, Pune, Tokyo, Cary, and our Silicon Valley headquarters in San Jose, California.

The Preferred Support program fosters a true business partnership between the customer and A10. It provides customers access to a designated team of highly technical engineers that understands our customers' network environment and their business needs. In addition, this personalized program offers the best overall user experience by providing a separate phone number, ticketing queue, and lab setup, along with a personal Support account manager, to allow for faster resolution of reported problems.

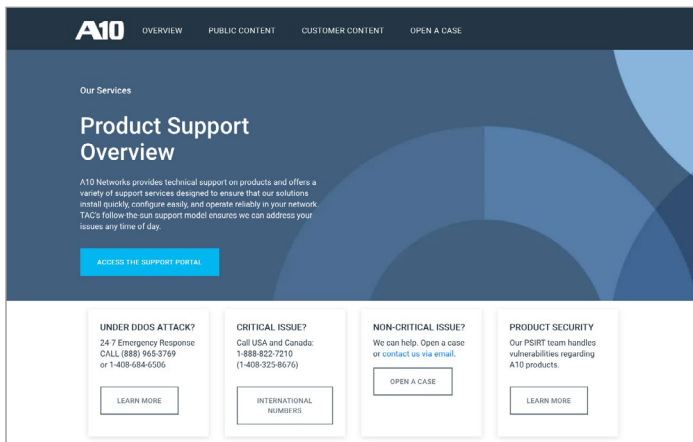
A10 Networks offers instructor-led, hands-on technical training to help our customers develop the skills necessary to install, configure, deploy, and manage A10 Networks products. Training classes are available as open enrollment or private with selectable content to address specific needs.

The A10 Networks DDoS Security Incident Response Team is here to support you in the event of a DDoS attack. Our highly specialized, ISACA-certified team is trained to handle a variety of DDoS infrastructure threats. You'll receive immediate assistance to restore your system to fully functional status and ensure business is up and running smoothly. Combined with the team is an additional layer of proactive defense intelligence system which blocks known threats based on real-time malicious indicator thus expanding protection from command and control servers.

Support Resources

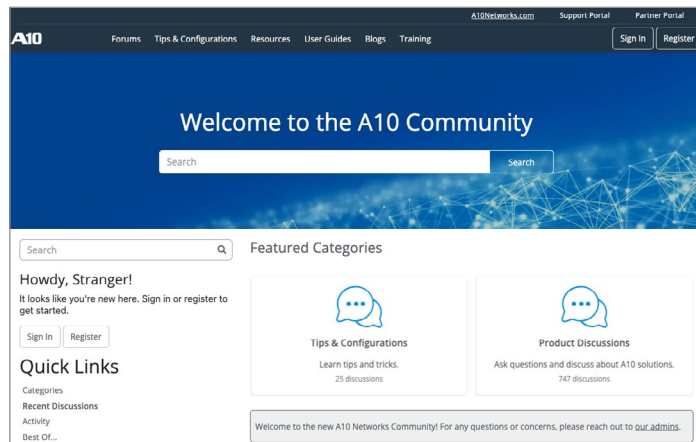
A10 TAC Offers Two Online Resources

Support Web Portal



- Up-to-date documentation
- Software downloads
 - Latest releases
 - Previous releases
- FAQ to search for solutions or how-to information
- Support ticket submission
- Signup for new release notifications

A10 User Community Forum



- Post questions
- Search for answers
- Network with other users
- Direct link: <https://community.a10networks.com>
Note: Not for support issues. For support issues, please continue to use standard support process.

Support Contact Guidelines

End customers and A10 partners may open support tickets on A10 products with a valid support contract.

Summary of whom and when to contact:

- If there is a network emergency or time-critical issue:
Call the A10 Networks TAC,
Tel: +1 888 TACS-A10 (Toll-free USA)
Tel: +1 408 325-8676 (International)
See [A10networks.com/contact-us/tech-support/#critical](https://a10networks.com/contact-us/tech-support/#critical) for additional direct dial numbers.
- If you have a critical question on "How do I...":
 - Email support@a10networks.com
 - Submit a case via the Web Portal
 - Search FAQ on support portal

When requesting service via phone, be prepared to provide the following:

- Serial number
- Customer contact information
- Definition of the problem in detail
- Priority level and impact of the problem
- The activity that was being performed when the problem occurred
- Software version
- Configuration and/or network topology information

When submitting an online request for A10 TAC support, please visit:
[A10networks.com/support](https://a10networks.com/support)

Ticket Priorities & Procedures

Customer requests are ordered and serviced by the TAC engineers and the DSIRT Team according to the priority level assigned to each case. **Customers are advised to report Priority 1 or 2 problems by phone and not rely on electronic mail** if an immediate response is required.

Priority 1	Priority 2	Priority 3	Priority 4
<p>Critical: Network Down</p> <p>An existing production network is down, or there is critical impact to the customer's business operations.</p> <p>A10 Networks and the customer will commit necessary staff and resources around the clock* to provide a viable workaround or fully resolve the situation.</p> <p>Examples:</p> <p>Complete loss of network connectivity for a critical business function.</p> <p>A mission-critical product function becomes unavailable or unusable.</p>	<p>High: Serious Degradation</p> <p>Operations of an existing production network are severely degraded,</p> <p>A10 Networks and the customer will commit necessary staff and resources around the clock* to provide a workaround or fully resolve the situation.</p> <p>Examples:</p> <p>Intermittent problems that seriously degrade critical functionality.</p> <p>Loss of redundancy for a critical network component.</p> <p>Unexpected loss of capacity in a scaleout deployment.</p>	<p>Medium: Degraded Network Performance; Initial Installation Difficulties</p> <p>Operations of a production network are impaired, but most business operations remain functional or an initial installation of A10 products either is not functioning or is not performing according to the product specification.</p> <p>A10 Networks and the customer will commit staff and resources during normal business hours to deliver service to satisfactory levels.</p> <p>Examples:</p> <p>Temporary loss of redundancy.</p> <p>Continuing work on a P1 or P2 case for which a viable workaround is available.</p>	<p>Low: Informational</p> <p>Customer is requesting information regarding currently deployed A10 product capabilities and configuration. There is little or no impact to the customer's business operation. (New configuration, upgrade, and installation assistance can be requested through A10 Professional Services.)</p> <p>A10 Networks staff will be available during normal business hours.</p> <p>Examples:</p> <p>Request for help on non-production or pre-production lab equipment.</p> <p>Cosmetic software or hardware defects.</p>

* If the customer is unavailable for more than one hour while working with A10 to resolve a P1 or P2 case, case priority will be temporarily lowered until the customer is available again.

Standard Ticket Procedures

- 1 Begin troubleshooting, diagnostics, and problem replication as appropriate by:
 - Reviewing configuration, topology, and debug information to identify resolution of issue.
 - Replicating the scenario/issue in the TAC lab (where possible).
 - Troubleshooting live on the affected equipment.
 - Creating a return merchandise authorization (RMA) if the cause of a problem is related to failed hardware.
 - Creating a problem report (for an engineering defect or bug) where the cause appears to be a software defect
- 2 Provide customers with periodic updates on problem status and escalate the problem as required according to escalation management guidelines, or at your request to your TAC engineer or the Duty Manager.
- 3 If the TAC engineer determines that there is a defect in the code, they will open a bug report, which the development team will try to address in the next patch release. If an RMA is required for hardware replacement, the TAC engineer will initiate the RMA process.
- 4 Close the case when the problem has been resolved.

SLAs and Management Escalation

A10 Service Level Agreement Response Time

PRIORITY	INITIAL TAC RESPONSE	CASE UPDATES	RESOLUTION TARGET
P1	Immediate	Every 4 Hours	1 Week
P2	1 Hour	Every 6 Hours	1 Month
P3	6 Business Hours	Every 4 Business Days	1 Quarter
P4	8 Business Hours	Every 7 Business Days	-

Management Escalation

PRIORITY	IMMEDIATE	2 HOURS	4 HOURS	12 HOURS	24 HOURS
P1	Support Manager	Support Director	VP, Global Support	VP, Engineering	-
P2	-	Support Manager	Support Director	VP, Global Support	VP, Engineering
P3	-	-	-	Support Manager	Support Director
P4	-	-	-	-	Support Manager

Warranty and Support Programs

Program Type		STANDARD WARRANTY	BASIC SUPPORT	BASIC PLUS SUPPORT	GOLD SUPPORT	PLATINUM SUPPORT
Software	5 x 9 Email/Phone/Web Support*	90 Days	●			
	7 x 24 Email/Phone/Web Support			●	●	●
	A10 Web-Based Support	90 Days	●	●	●	●
	Software Updates and Documentation	90 Days	●	●	●	●
Hardware	Depot Repair**		●	●		
	Next Business Day Delivery	90 Days			●	
	4 Hour Hardware Replacement					●

* Five business days (normally Monday through Friday, excluding holidays, but will vary by country), 9 am – 6 pm local time.

** 10 business day turnaround upon receipt of the unit

About A10 Networks

A10 Networks provides security and infrastructure solutions for on-premises, hybrid cloud, and edge-cloud environments. Our 7000+ customers span global large enterprises and communications, cloud and web service providers who must provide business-critical applications and networks that are secure, available, and efficient. Founded in 2004, A10 Networks is based in San Jose, Calif. and serves customers globally. For more information, visit [A10networks.com](https://www.a10networks.com) and follow us [@A10Networks](https://twitter.com/A10Networks).

Contact

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Technical Support

Tel: +1 888 TACS-A10 (Toll-free USA)
Tel: +1 408 325-8676 (International)
support@a10networks.com

Learn More

[About A10 Networks](#)

Contact Us

[A10networks.com/contact](https://www.a10networks.com/contact)

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