

Service Highlights

- ✓ Fast and efficient phone support 24 hours a day, 7 days a week
- ✓ Software updates
- ✓ 4-hour advance RMA replacement in all of US, Canada, and in select countries

A10 Networks® provides a variety of support services designed to ensure that your A10 Networks systems install quickly, configure easily, and operate reliably in your network. A10 Networks offers Standard Warranty and four levels of maintenance programs to provide hardware, software and technical support services: Basic Support, Basic Plus Support, Gold Support, and Platinum Support coverage can be purchased with your A10 products. Coverage for A10 products under the **Platinum Support Service Program** is described below.

Phone Support

For the duration of the term purchased, phone support is offered 7 days per week, 24 hours a day. Access to Technical Support under the Platinum Support Service Program period is on a commercially reasonable basis and A10 Networks will make every reasonable effort to provide fast and efficient service.

Software Updates

Software updates for system software and software products released by A10 Networks are provided for the duration of the Platinum Support Service Program purchased by contacting A10 Networks Technical Support. System software updates include applicable minor releases (e.g., Release 2.7.1 to 2.7.2) to the A10 Networks family of products, as well as major feature releases (e.g., Release 3.0 and 4.0). Customers must have Internet access to download software updates as directed by Technical Support.

Advanced Hardware Replacement Service

If a hardware system failure occurs during the period of the Platinum Support Service Program, Advanced Hardware Replacement allows the customer to request that a replacement unit be shipped prior to the return of the failed unit. A10 Networks provides the option to replace equipment with a new or reconditioned unit of equal or better value. This service requires a phone support or email evaluation of the failed system and an approval by Technical Support personnel.

The Platinum Support Plan includes 4-hour advance RMA replacement on locations that are pre-qualified by A10 Networks. The 4-hour clock starts when the A10 TAC engineer acknowledges to the Platinum customer that he/she will start the 4-hour advance RMA process. Currently, Platinum Support is only available for select territories.

Platinum Support Service Program

A10 Networks pays for all the shipping costs including Duties and Taxes to ship the RMA replacement and A10 Networks pays for the return shipping cost of the failed unit by providing a prepaid shipping label. A10 Networks must receive the failed unit within 14 days after issuance of the RMA to avoid replacement charges, billed at the then current list price of the unit including installed options.

A10 Networks Preferred Service Program

Gain immediate access to A10 technical support through A10's Preferred Service Program, an add-on package to A10's Gold or Platinum support offerings. Available in two options – Preferred or Preferred Plus – these programs offer personalized attention and service that expedites issue resolution and increase the availability of mission-critical business systems.

To learn more about the A10 Networks Preferred Service Program, please visit www.a10networks.com/wp-content/uploads/A10-SCE-Preferred-Plus-Support-Program.pdf.

Program Type		Support Programs		Add-On Programs	
		Gold Support	Platinum Support	Preferred	Preferred Plus
Software	7x24 Email/Phone/Web Support	●	●		
	A10 Web-Based Support	●	●		
	Software Updates and Documentation	●	●		
Hardware	Same Day/Next Business Day Ship*	●			
	Next Business Day Delivery	●			
	4 Hour Hardware Replacement		●		
Personal Account Manager	Customer Advocate			●	●
	Open Issues Tracking			●	●
	Critical Case Management			●	●
	Weekly Status Calls			●	●
	Quarterly Business Review			●	●
Personal Designated Support	Senior-level A10 Support Engineers				●
	Knows Your Environment				●
	Remote Troubleshooting				●
	Fast Path Escalation				●
	Dedicated Toll-free Phone Line				●
	Preferred Case Queue				●
	Dedicated Lab				●

* RMAs received before 12:00 pm (noon) local time will be shipped the same day. RMAs received after 12:00 pm (noon) local time will be shipped the next business day.

Platinum Support Service Program

How to Buy

The **Platinum Support Service Program** is available for purchase in 1, 2, 3, 4 and 5 year terms. For more information, please contact your A10 Networks sales representative or visit our website at [A10networks.com](https://www.a10networks.com).



Register Your Products

In order to receive Technical Support, customers must register their products to gain access to phone support, software updates and A10's Support Portal. Registered customers with valid standard warranty or support contract coverage will gain access to the latest documentation, firmware updates, and technical support information.

Contact A10 Networks Technical Support at +1 (408) 325-8676 (International) or +1 (888) TACS-A10 (North America toll free).



Contact Us

For more information, please contact your A10 Networks sales representative. You can also visit our website at [A10networks.com](https://www.a10networks.com) or call us at +1 (408) 325-8668 (International) or +1 (888) A10-6363 (North America toll free).

The terms and conditions governing your warranty on A10 Networks products are located on the warranty page <https://www.a10networks.com/support/maintenance-program/>. Such terms and conditions supersede all other terms, unless otherwise agreed by A10 Networks.

About A10 Networks

A10 Networks (NYSE: ATEN) provides secure application services for on-premises, multi-cloud and edge-cloud environments at hyperscale. Our mission is to enable service providers and enterprises to deliver business-critical applications that are secure, available and efficient for multi-cloud transformation and 5G readiness. We deliver better business outcomes that support investment protection, new business models and help future-proof infrastructures, empowering our customers to provide the most secure and available digital experience. 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).

Learn More
About A10 Networks

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

©2023 A10 Networks, Inc. All rights reserved. A10 Networks, the A10 Networks logo, ACOS, Thunder, Harmony and SSL Insight are trademarks or registered trademarks of A10 Networks, Inc. in the United States and other countries. All other trademarks are property of their respective owners. A10 Networks assumes no responsibility for any inaccuracies in this document. A10 Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice. For the full list of trademarks, visit: [A10networks.com/a10trademarks](https://www.a10networks.com/a10trademarks).

Part Number: A10-SCE70131-EN-11 JUL 2023