

SonicWALL Support Services

SonicWALL Services

SonicWALL's powerful Internet security solutions give you unprecedented protection from the risks of network attacks. SonicWALL's comprehensive support services protect your network security investment and offer you the support you need, when you need it.

Support is only as good as the people who provide it. SonicWALL support professionals are Certified Internet Security Administrators with years of experience in networking and Internet security. They're supported by best in class tools and processes that ensure quick and accurate resolution of your problem.

SonicWALL support services include these key features:

Telephone or Web-based Technical Support. SonicWALL's technical experts will help solve your problems quickly, online or on the telephone, reducing your risk of Internet attack.

Electronic Support Tools. Instant access to solutions and documentation help you answer questions and solve problems electronically.

Firmware/Software Upgrades. Automatic firmware and software upgrades give you access to new features and capabilities, helping you extend your Internet security investment.

Annual Support Agreement. Low, fixed prices for support services allow you to budget accurately and protect you from unexpected service expenses.



Comprehensive Internet Security Solutions

SECURITY

Firewall

VPN

Anti-Virus

Content Filtering

Vulnerability Scan

Authentication

SSL Acceleration



- Support services to meet your specific requirements
- Fast and responsive telephone and web-based support
- Instant access to electronic support tools
- High-quality technical support personnel

SECURITY

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Warranty Support

SonicWALL products are recognized for being reliable, easy to install, configure and manage. SonicWALL Warranty Support enhances these features with:

- 1 year, advanced exchange for defective hardware
- 90 days of telephone or Web-based support for installation and configuration assistance during local business hours
- 90 days of software and firmware updates
- Access to SonicWALL's electronic support tools

SonicWALL Support 8X5

Designed for customers who need advanced technical support and the additional benefits of on-going software and firmware updates, SonicWALL Support 8X5 is an annual service that includes:

- Advanced exchange replacement for defective hardware
- Telephone or Web-based support during local business hours
- Access to SonicWALL's electronic support tools
- Continuous software and firmware updates and upgrades

SonicWALL Support 24X7

Customers with mission-critical network requirements cannot afford downtime. SonicWALL Support 24X7 is an annual service that offers:

- Advanced-exchange replacement for defective hardware
- Telephone or Web-based support, 24X7
- Enhanced escalation for high-priority problems
- Access to SonicWALL's electronic support and Knowledge Base systems
- Continuous software and firmware updates and upgrades

	SonicWALL Warranty	SonicWALL Support 8X5	SonicWALL Support 24X7
Telephone Web-Based Technical Support	90-Days 8:00 am-5:00 pm local time, Monday-Friday	1-Year 8:00 am-5:00 pm local time, Monday-Friday	1-Year 24X7
Hardware Replacement	1 year, advanced exchange	1 year, advanced exchange	1 year, advanced exchange
Software Firmware Updates	90 Days	1-Year	1-Year
Enhanced Escalation	No	No	Yes

Other SonicWALL Services

SonicWALL Professional Services. SonicWALL's highly experienced staff of technical consultants deliver a complete portfolio of security consulting services—from SonicWALL solution implementation and deployment to comprehensive Internet security consulting. Combined with a detailed knowledge of SonicWALL products and services, our consultants bring extensive industry experience, tested methodologies, and the backing of SonicWALL's world-class engineering support to every engagement.

SonicWALL Training. SonicWALL Training offers a comprehensive curriculum designed to help you maximize your Internet security investment. From the introductory Certified SonicWALL Security Administrator course to the advanced Certified SonicWALL Global Manager course, SonicWALL Training can help your IT professionals build an impenetrable wall against Internet attacks.

For more information on SonicWALL Services, contact your SonicWALL Sales Representative

Support Services Part Numbers

SonicWALL's 8X5 Support

- 01-SSC-3500 SonicWALL Support 8X5 for TELE3
- 01-SSC-3501 SonicWALL Support 8X5 for SOHO3 10-10V
- 01-SSC-3502 SonicWALL Support 8X5 for SOHO3 50-50V
- 01-SSC-3503 SonicWALL Support 8X5 for PRO 100
- 01-SSC-3504 SonicWALL Support 8X5 for PRO 200
- 01-SSC-3505 SonicWALL Support 8X5 for PRO 300
- 01-SSC-3506 SonicWALL Support 8X5 for GX 2500
- 01-SSC-3507 SonicWALL Support 8X5 for GX 6500
- 01-SSC-3508 SonicWALL Support 8X5 for SSL-PCI
- 01-SSC-3509 SonicWALL Support 8X5 for SSL-IA
- 01-SSC-3510 SonicWALL Support 8X5 for SSL-R
- 01-SSC-3511 SonicWALL Support 8X5 for SSL-R3
- 01-SSC-3512 SonicWALL Support 8X5 for SSL-R6

SonicWALL's 24X7 Support

- 01-SSC-3513 SonicWALL Support 24X7 for TELE3
- 01-SSC-3514 SonicWALL Support 24X7 for SOHO3 10-10V
- 01-SSC-3515 SonicWALL Support 24X7 for SOHO3 50-50V
- 01-SSC-3516 SonicWALL Support 24X7 for PRO 100
- 01-SSC-3517 SonicWALL Support 24X7 for PRO 200
- 01-SSC-3518 SonicWALL Support 24X7 for PRO 300
- 01-SSC-3519 SonicWALL Support 24X7 for GX 2500
- 01-SSC-3520 SonicWALL Support 24X7 for GX 6500
- 01-SSC-3521 SonicWALL Support 24X7 for SSL-PCI
- 01-SSC-3522 SonicWALL Support 24X7 for SSL-IA
- 01-SSC-3523 SonicWALL Support 24X7 for SSL-R
- 01-SSC-3524 SonicWALL Support 24X7 for SSL-R3
- 01-SSC-3525 SonicWALL Support 24X7 for SSL-R6

Services available in the U.S. and Canada only.

