

# SUPPORT SERVICES OVERVIEW

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Palo Alto Networks award-winning support organization gives you timely access to technical experts and online resources to ensure your business is protected. We take your success seriously and strive to deliver an exceptional customer experience. When minutes matter, our entire support organization and Authorized Support Centers are there to ensure maximum uptime and streamlined operations.

As an industry leader, our comprehensive support services underscore our commitment to the ongoing success of your Palo Alto Networks deployment. With business-critical customer support options and 24/7 availability, as well as a global network of support centers and parts-replacement depots, organizations of all sizes and levels of complexity around the world rely on Palo Alto Networks Customer Support Services for prompt, dependable service.

## Customer Support Services Programs

Palo Alto Networks provides a range of support and maintenance options designed to meet the unique needs of your business:

- Standard Support
- Premium Support
- Platinum Support
- Focused Services
- On-Site Spares Hardware Program

Whichever support and maintenance plan you choose, you will experience our commitment to delivering the highest level of customer service. The goal of our support program is to minimize business disruption, maximize protection, and increase the value of your investment.

### Standard Support

Standard Support provides baseline services for maintaining your Palo Alto Networks deployment, including:

- **Direct access to product experts:** Interact with a support engineer trained to quickly understand your unique challenges and bring them to rapid resolution.
- **Case management:** Submit, update, manage, and check the status of support cases on all your supported Palo Alto Networks products.
- **Online customer support portal:** Access product documentation, problem resolution databases, peer-to-peer interaction, and customer support case management through a feature-rich support portal.
- **Documentation and FAQ:** Access product manuals, technical guides, software release notes, and FAQs to streamline deployments and incident resolution.
- **Subscription services updates:** Ensure your Palo Alto Networks devices are kept up to date by configuring devices to automatically download updates for App-ID™ technology, URL Filtering DNS Security, Threat Prevention, and WildFire® malware prevention service. You can also opt to manually download and apply updates.
- **Standard support hours:** Get support Monday through Friday, 7 a.m. – 6 p.m. Pacific time.
- **Feature releases and software updates:** Stay current with the latest feature and software updates.
- **Hardware return and replacement:** In the event of hardware failure, return the failed equipment and receive a replacement.
- **Assisted support access:** Get direct access to support engineers during normal business hours.

### Premium Support

Premium Support offers faster assistance and increased support engineer availability for the most critical issues. This level includes all features of Standard Support as well as:

- **Premium Support hours:** Support engineers are available around the clock to assist with issues of all severity levels.
- **Next-business-day delivery\* for parts and hardware replacement:** Get new hardware with a quicker turnaround. For an additional fee, hardware replacement services can be upgraded to four-hour ship or on-site spares for immediate replacement of failed hardware. For U.S. customers only, four-hour return materials authorization (RMA) is an optional, fee-based service.  
*\*Subject to certain limitations. Please see our [RMA Process Policy](#) for details.*
- **Security Assurance:** When you detect suspicious activity in your network, Security Assurance gives you access to our security experts with unique threat intelligence tools and practices for your Palo Alto Networks footprint. Our team will help orient initial investigations, facilitate collection of logs and indicators of compromise (IOCs), and expedite hand-off to your preferred incident response vendor. See End User Support Agreement for latest details.

### Platinum Support

Platinum Support, our high-end service offering, enhances your in-house resources with technical experts who are available to support your Palo Alto Networks security deployment. This level includes all features of Premium Support as well as:

- **Direct access to a dedicated team of senior engineers:** Interact with a senior engineer trained to quickly understand and resolve your unique challenges.
- **Platinum Support availability:** Enjoy 24/7 support for issues of all severities, with Platinum senior engineers available around the clock to assist.
- **Platinum Support response time:** Get 15-minute response times for critical issues. To ensure your mission-critical deployment operates at peak performance, Platinum Support delivers an enhanced support service-level agreement (SLA).
- **Security Assurance:** When you detect suspicious activity in your network, Security Assurance gives you access to our security experts with unique threat intelligence tools and practices for your Palo Alto Networks footprint. Our team will help orient initial investigations, facilitate collection of logs and indicators of compromise (IOCs), and expedite hand-off to your preferred incident response vendor. See our End User Support Agreement for the latest details.
- **Planned event assistance:** If scheduled at least seven days in advance, our Platinum senior engineers can assist you with proactive maintenance activities, such as software upgrades or feature activation. Platinum engineers can also be on call to assist as needed during business events.
- **On-site assistance for critical issues:** For critical (Severity 1) issues outside the capabilities of remote troubleshooting, a field engineer may be dispatched to your location at the discretion of the Palo Alto Networks Platinum Support management team.
- **Failure analysis:** In the event of hardware failure, upon request, Palo Alto Networks will analyze the replaced unit and send you the results of the investigation.

### Focused Services

The Palo Alto Networks Focused Services program is an optional, subscription-based extension of Premium or Platinum Support that provides personalized customer advocacy for organizations with unique or complex support requirements. Key elements of the program include:

- **Services account manager:** This provides you a focused customer advocate who is familiar with your environment, business objectives, and deployment plans, and coordinates all aspects of your interaction.
- **Information conduit:** We'll proactively deliver relevant operational information, including technical tips, best practices, and white papers.
- **Upgrade and release planning:** You'll get proactive recommendations for software upgrades and releases.
- **Support case activity management:** Your assigned advocate will manage all support case activities, including production of progress reports as needed.
- **Account management calls:** Regular meetings will ensure progress toward your defined objectives.

### Focused Services - Plus

Focused Services – Plus provides advanced customer care, with direct access to a designated engineer to handle your priority cases, paired with deep technical expertise to accelerate incident resolution. Focused Services – Plus builds on the Focused Services offering and includes:

- **Designated engineer:** A designated engineer will work with you on all your support cases, building deep knowledge of your deployment that will speed support incident resolution. The engineer is accessible during normal business hours at one of our global support centers.
- **Support case prioritization:** Your support cases are prioritized to speed their resolution.
- **Annual Threat Assessment Workshop:** Palo Alto Networks engineers will visit you on-site to review key aspects of your deployment, including an in-depth traffic analysis to identify areas in need of optimization and improvement.

Note: Focused Services – Plus is not available in Japan.

### Focused Services - Elite

This is the highest level of our support services, around the clock and around the globe. A team of designated engineers is available 24/7 to resolve issues quickly and provide on-site troubleshooting assistance for Severity 1 cases. This level also includes maintenance window assistance and Threat Assessment Workshops twice yearly.

		Required Support Tiers (Assets)			Optional Focused Services (Account)		
		Standard	Premium	Platinum	Focused	Focused PLUS	Focused ELITE
Best-in-Class Support SLAs	Telephone Support	Web	24/7	24/7			
	Response Time (Critical Issue)	1 hr	1 hr	15 mins			
	Support Specialist Type	Support Engineer	Support Engineer	Senior Engineer	Support Engineer	Designated Engineer	Designated Engineers
	RMA	NBD   4 hrs	NBD   4 hrs	NBD   4 hrs			
Security Assurance*	Assisted Security Investigations		•	•			
	Advanced Log & IOC Analysis		•	•			
	Recommended Next Steps		•	•			
		Required Support Tiers (Assets)			Optional Focused Services (Account)		
		Standard	Premium	Platinum	Focused	Focused PLUS	Focused ELITE
Expert Assistance	Planned Event Support			•			•
	On-Site Assistance (Critical Issue)			•			•
	Failure Analysis (HW)			•			•

Personalized Experience: Focused Services	Designated Support Acct. Mgr.				•	•	•
	Case Mgmt./ Escalation				•	•	•
	Weekly Reviews (Cases, Planning)				•	•	•
	Root Cause Analysis (HW + SW)				•	•	•
	Best Practice Reviews				•	•	•
	FCS Services Webinars				•	•	•
	Proactive Threat Notifications				•	•	•
	Release Reviews				•	•	•
	Designated Engineers					•	24/7
	Tailored Release Strategy					•	•
	Access to Engineering					•	•
	Threat Assessment Service					1 year	2 year

\*Other restrictions may apply. Please see our [EUSA](#) for details.

### On-Site Spares

The Palo Alto Networks on-site spares program is an optional extension of Premium and Platinum Support that provides another level of reliability to complement active/passive high availability and next-day hardware replacement. An on-site spare is the same platform model as your production unit but has no subscriptions or support licensing. If a critical failure occurs, your existing licenses are transferred to the spare, allowing your team to quickly restore traffic by replacing the disabled unit. Once traffic is restored, support can determine and address the cause of the problem in the failed device without hindering your business.

### Partner-Enabled Premium Support

In addition to Standard, Premium, or Platinum Support delivered directly by Palo Alto Networks, you may choose a technical support offering from a Palo Alto Networks Authorized Support Center. ASC designated channel partners provide Level 1 and Level 2 support with the added value of local language, multi-vendor or customized support, which complements Palo Alto Networks support offerings. When you choose support from an ASC, Palo Alto Networks will provide the ASC partner with Partner-Enabled Premium Support (and Partner-Enabled Platinum Support, when available) to enable them to better support you. This provides the ASC with advanced support, 24/7 year-round coverage, and next-business-day delivery or four-hour advance replacement services.

*Note: Four-hour advance replacement services are available in the U.S. and Canada only.*

No matter the size, complexity, or risk profile of your organization, Palo Alto Networks has support and maintenance options to suit your needs and budget. Whichever plan your company chooses, you will experience our customer-focused service culture. We can help you maximize functionality, reliability, and availability to achieve overall success and satisfaction with your Palo Alto Networks products.



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