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Sophos UTM 9 Support Plan Guide

Support services for Sophos UTM, Sophos RED, and Sophos Access Points

Choose your support level

As a UTM 9 customer, you can choose from two Sophos UTM 9 Technical Support plans. For support on our XG Firewall products, please see information on the XG Firewall Support plans

- **UTM 9 Web** is included with the purchase of the UTM 9 base license. It offers Return and Replace hardware replacement for a year. The plan also provides unlimited access to web-based, self-help support such as the Sophos Knowledgebase and User forums.

- **UTM 9 Premium** gives you 24/7 technical support direct from Sophos Support engineers. You also get access to automatic software updates, upgrades, and Advanced RMA replacement.

Services included with your Sophos Support

- **Software Updates** include automatic download and installation for new software releases. The updates also extend to pattern updates with administer notifications.

- **Technical Support** gives you 24/7 coverage via email, web conference, or telephone with a Sophos Support engineer.

Hardware Replacement for Sophos UTM appliances

- **Return and Replace** requires the customer to send the defective device to Sophos at their risk and expense. Upon receiving the defective device, a replacement unit is sent out. If a customer receives a broken unit (DOA), they are entitled to a 24-hour upfront service, valid for the first 30 days from the purchase date. Return and Replace hardware replacement is valid for a one-year period.

- **Advanced RMA** will send a replacement unit to the customer within 24 hours of the notification and receipt of an RMA number, at Sophos' expense. The 24-hour, upfront service throughout lifetime of the purchased UTM Premium Support upgrade contract of 1, 3, or 5 years. When the customer sends the device to Sophos, it is at their own risk.

Support Levels

	UTM 9 Web	UTM 9 Premium
Availability	Base license	Premium Support contract
Software Updates		
Software releases	Manual update	Automatic update
Pattern updates	-	Included with puchase of software
Technical Support		
Service hours	-	24/7 support via phone and email
Supported forum/Knowledgebase	Yes	Yes
Hardware Replacement*		
Exchange service	Return and Replace	Advanced Replacement

*For the duration of the hardware warranty.

Warranty for Sophos RED devices

Sophos RED devices include a manufacturer's limited Warranty (Standard Warranty) of one year. This is independent of any relevant statutory warranty claims against the Sophos Partner from which the end user purchased the device and is independent of all other statutory and contractual claims of the end user which shall remain unaffected.

The manufacturer's limited warranty period starts at the moment of sale by the Sophos Partner to the end user or at the latest three months after initial delivery of the device by Sophos. Within the warranty period, the end user is entitled to the Return and Replace hardware replacement service as described above for RED devices with material, constructional, or manufacturing defects.

You may extend the warranty period by purchasing a two-year warranty extension. Defective devices covered by the extended warranty during the total manufacturer's warranty period (i.e., including the original warranty period), will be replaced by Sophos using the Advanced Replacement service.

Support Services for Sophos Access Points

Technical support, software updates, and hardware replacement for Sophos Access Points are provided according to the support contract of the Sophos UTM 9 appliance that the Access Point is connected to. UTM Premium Support is provided during the period of an active UTM Premium Support contract of the Sophos UTM appliance.

General Sophos UTM hardware replacement rules

A replacement unit will either be a new or reconditioned unit of equivalent or higher value. The customer is only eligible to receive replacement hardware if the unit has a valid manufacturer warranty (RED devices) or support services contract. Before shipping any defective unit to Sophos, the customer should first contact Sophos support in order to get a Return Material Authorization (RMA) number. Statutory warranty claims against the Sophos Partner remain unaffected.

If Sophos does not receive the defective unit within 14 days of the reported failure, the customer will be invoiced for the cost of the unit according to the then current price list. Sophos also reserves the right to charge for any missing accompanying materials.

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