



EndaceProbe Premium Support

Endace products are trusted by some of the world's largest financial institutions, telecommunications and service providers, retailers, media organizations and Fortune 2000 enterprises.

They choose Endace products because of a proven reputation for performance and reliability. We are proud of that reputation and committed to providing industry-leading customer support that ensures you get the best from your Endace products.

With EndaceProbe Premium Support, you can access all our latest software releases, all the resources available through our Endace Support Portal and our knowledgeable and responsive support staff. Our Global Support Team is available when you need it to help you solve whatever problems you may have or to answer your questions.

EndaceProbe Premium is a cost-effective way to ensure you continue to get the best out of your investment in Endace.

Support Coverage

Endace offers a comprehensive support package designed to meet the needs of all customers from small deployments to customers with hundreds of Endace appliances deployed in mission-critical environments.

Support is available in packs to cover quantities of 1, 5, 10, 20, 50 or 100 EndaceProbes. Sufficient support packs must be purchased to cover all the EndaceProbes you have deployed in your network and can be purchased to cover a period of one, two or three years.

Support includes:

- 24 x 7 x 365 support via portal, email or phone
- Access to the latest software features, software releases, patches and bug fixes
- Advanced system replacements (shipped next business day). Install your existing drives into the new replacement system once it arrives.
- Advanced HDD replacements. Photo evidence of drive destruction can be used instead of shipping faulty drives back to Endace.
- Same-day advanced parts replacement in key cities.

Customers can "co-term" new Support contracts with existing Support contracts to provide one simple, annual renewal.

How Does this Relate to My Warranty?

Every Endace product that we ship comes with a standard 12-month hardware warranty. The Standard Warranty includes:

- Return to depot repair or replacement of any faulty hardware
- 90 days of software and firmware maintenance

This warranty is independent of your Support contract.

How to Buy Support

When purchasing new Endace products, you can purchase support at time-of-purchase. If you would like to purchase support on an Endace product you already own, please contact Endace Sales via email: sales@endace.com

For New System Purchases

Purchase EndaceProbe Premium Support when you purchase a new EndaceProbe to ensure your deployment is always ready to support your business. Support is easily extended beyond the initial 12-month period and we will remind you to extend and/or upgrade your support contract prior to the anniversary of the purchase of your product.

Extending Support

We understand how important it is to have ongoing support when you rely on Endace to keep your critical services running smoothly. If you have a support agreement in place, we will contact you prior to the expiry date to ensure there are no gaps in support coverage.

If you have EndaceProbes that are no longer covered under a support agreement, please contact us at sales@endace.com. We can tailor a purchase option for you to bring your deployment back to the supported state you require to run your business reliably.

Latest Endace Software Release

Endace delivers new software releases which include new capabilities and features, security improvements and vulnerability fixes, defect fixes, performance improvements, updates to Fusion Partner connectors, solution deployment guides and updated user and administration documentation. As a support subscriber, you are automatically entitled to complimentary upgrades to the latest releases for your products.

Support Option Details

| | |
|--|-----------------------------------|
| Support availability | 24 x 7 x 365 |
| Initial response time (For Support response times, see table below) | 5 Minutes |
| Technical response time | 1 hour |
| Email support | ✓ |
| Phone support | ✓ |
| Remote diagnostics | ✓ |
| Software and firmware maintenance and feature release updates | ✓ |
| Software bug fixes / patch releases | ✓ |
| Online User Guide access | ✓ |
| Online FAQ access | ✓ |
| Online Knowledge Base access | ✓ |
| Ticketing system / Web Portal access | ✓ |
| Shipping and logistics | Return and replace cost on Endace |
| Advanced System Replacement | 1 business day shipping |
| HDD & PSU advanced replacement (Chicago, New York, London, Sydney) | Same day courier |
| HDD & PSU advanced replacement (Rest of the World) | 1 business day shipping |

Priority Definitions and Response Times

Applicable only with a current support package.

| Priority Definition | Definition | Response Times |
|---------------------|--|----------------|
| 1 – Critical | Equipment is unusable resulting in critical impact on the customer's business. | 1 Hour |
| 2 – High | Equipment is usable with some functionality being limited resulting in minor impact on the customer's business. | 4 Hour |
| 3 – Medium | Equipment is usable but some features may not be available resulting in minimal to no impact on the customer's business. | 8 Hours |
| 4 – Low | Equipment is operational resulting in no impact to the customer's business. | 24 Hours |

Support Terms & Conditions

For detailed information on Support Terms and Conditions for your region, please refer to endace.com/legal



This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the Federal Communications Commission [FCC] Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction document, may cause harmful interference to radio communications.

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For more information on the Endace portfolio of products, visit: endace.com/products

For further information, email: info@endace.com