

Product support is the critical success factor in the deployment of infrastructure security solutions. AEP provides a comprehensive set of product support offerings to our customers including:

- Warranty and Hardware & Software Maintenance Programs
- Professional Services Including:
 - » On-site installation
 - » Telephone-based installation
 - » 24x7 Support

General Information

First-level customer support is typically provided by AEP channel partners.

Warranty, Hardware & Software Maintenance Programs

AEP provides hardware and software warranties as described below. Customers are encouraged to purchase continuous Support and Maintenance contracts for uninterrupted coverage and access to the latest software updates.¹

Hardware Warranty Program²

Standard Hardware Appliance Warranty is twelve (12) months from date of purchase and is included at no additional charge with all AEP appliances.

Hardware Maintenance Program

Hardware Maintenance contracts are offered on a 12-month basis. AEP reserves the right to inspect any appliance before accepting it into the Maintenance Program. Hardware Maintenance includes dispatch of replacement product. AEP will use reasonable efforts to ensure that the unit arrives within five (5) business days after the unit is dispatched.

If any hardware product is defective in materials or workmanship or fails in normal service, customers benefit from next business day dispatch of a replacement unit as long as AEP has completed a determination of failure prior to the customary next day shipment cutoff times for express courier services.

AEP may, at its sole discretion, use new or refurbished appliances of equal or greater value when replacing hardware under this program.

Customers should contact AEP Customer Care for assistance.

Malfunctioning hardware must be returned to factory depot under a valid returned material authorization (RMA) within ten (10) business days or the customer will be invoiced for the replacement hardware appliance. AEP may, at its sole discretion, use new or refurbished appliances of equal or greater value when replacing hardware under this program.

Product Coverage

AEP Series A Secure Application Access Appliance
AEP Secure Application Access Load Balancer

Software Maintenance Program³

Standard software warranty on all AEP products is thirty (30) days from date of purchase. This program provides customers access to updates and new feature software upgrades. Software updates are provided as necessary, but not more frequently than monthly. New feature software upgrades are generally provided twice per year. Customers should note that not all new features will be provided free of charge; access to certain new features may require additional software licensing fees.

Software Maintenance is sold with an Annual (1 year) or 3 year contract term and must cover all purchased product functionality within a solution deployment. For example, maintenance must be maintained on both a primary and secondary appliance at all times. Any additional licenses or services added to an appliance during the coverage period must also be added to the Maintenance contract and will incur additional pro-rated costs.

The purchase of a Software Maintenance Program also provides the customer with standard telephone support, standard email support and access to AEP on-line Knowledge Base. Standard telephone or email support is available during business hours (excluding holidays). Enhanced on-site, 24x7 Support is available, described later in this document, and e-mail support options are available from certified AEP channel partners and AEP directly, within certain geographies.

Software Maintenance commences from the date the product is shipped from either AEP or an AEP Authorized Distributor and shall continue in full force for a thirteen (13) month initial contract term. Subsequent renewals are offered on a 12-month basis. AEP or an AEP Authorized Distributor will make a reasonable effort to provide notification to the customer of pending contract expiration dates.



Professional Services Option

AEP recognizes that customers and channel partners may require additional product support from the vendor from time to time. Professional Services Options are provided to assure the highest level of service to our community of interest. Customers are required to purchase professional services in advance from a price list in effect at the time of purchase.

On-Site Installation

AEP works with a network of certified channel partners that perform professional on-site installations of AEP products. However, in certain situations the customer or channel partner may require that AEP provide on-site installation directly. For a per-diem charge plus travel and expenses, AEP will provide professional installation and related configuration and training services onsite by a certified engineer. On-site installations are performed on an advanced scheduled basis.

24 x 7 Support⁴

In general, certified AEP channel partners provide enhanced levels of direct support to end-user customers. In some cases, end user customers may choose to purchase direct, 24x7 support from AEP.

The 24x7 support option enables end-users to directly access AEP Customer Care staff via email as an extension to our partners' own service and support programs, particularly for those partners that do not have 24x7 technical support capabilities themselves. Coverage is 24x7x365; there are no blackout dates.

If the issue is not resolved, customer will receive a call back from a certified support technician within 4 hours.

On-Site "Cold" Spare Program

Customers selecting this program are able to maintain an on-site, unused, cold spare unit. Customers purchase a suitable AEP Series A cold-spare appliance from the standard price list that will normally remain unused - "cold" - at the customer's premises. The cold-spare is provided with a small number of test licenses to facilitate software upgrades and periodic testing of business continuity procedures and processes.

In the event of a primary unit malfunction, the customer can deploy the cold spare, restore configuration from an on-site backup file, contact AEP Customer Care to transfer software licensing from the primary unit to the cold spare, activate the cold-spare and resume operation. It is the customer's responsibility to ensure that the cold spare is at the proper version level. The customer is also responsible for assuring that an up-to-date backup file of the primary appliance configuration is available for restoration. Customers will return the appliance removed from service to the designated factory depot. Malfunctioning hardware must be returned to factory depot under a valid returned material authorization (RMA).

If the hardware product is defective in materials or workmanship or fails in normal service, this program offers cold spare replacement policy. AEP may, at its sole discretion, use new or refurbished appliance of equal or greater value when replacing cold spare hardware under this program.

On-Site Cold Spare Program subscribers should contact AEP Customer Care for assistance.

¹ Customers who allow their support and maintenance contracts to lapse and desire coverage at a later date must buy the service back to the date that it lapsed and are subject to a reinstatement fee of an additional twenty percent (20%) of the current Support and Maintenance pricing.

² AEP provides no warranty for any hardware that exhibits physical damage or that falls under any of the following exclusions: platform damaged during installation or removal (such as broken connectors and broken covers); platform damaged during system integration; platform damaged by modification or repair; acts of God; platform damaged because of poor packaging during shipping; platform that has been the subject of abuse, unreasonable use or mistreatment; platform damaged by environmental conditions (such as corrosion or staining); platform that has been defaced (such as label alternations, serial number missing, serial number no longer discernible, serial number invalid) or the hardware is determined to be stolen or scrapped.

³ AEP reserves the right to decline access to software support, updates and upgrades for specific appliances for non-compliance with program policies and procedures, customer nonpayment or other account issues at AEP's discretion.

⁴ It is the customer's responsibility to have made every attempt to isolate the technical problem to the AEP appliance prior to contacting our Customer Care center. If a technical problem is determined not to have been the result of an AEP product, AEP reserves the right to assess the customer an hourly technical support fee.

United States

Toll-Free: +1-877-638-4552
Tel: +1-732-652-5200

Email: sales@aepnetworks.com Web: www.aepnetworks.com

Europe

Tel: +44 1344 637 300

Greater China

Tel: +8621 5116 7120

SE Asia, Singapore

Tel: +852 2961 4566

Japan

Tel: +81 3 5979 2149

Australia/New Zealand

Tel: +61 2 9413 2282

Malaysia

Tel: +60 32166 2260