

# Hillstone Customer Service Overview

[www.hillstonenet.com](http://www.hillstonenet.com)

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## Service and Support

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The Hillstone Service and Support is designed to help our customers get maximum protection and value out of the investment. Our Global Service and Support (TAC) team works with the Hillstone authorized partners to provide global support services for products covered under warranty or valid license. We provide our customers with various support tools and services to meet their network security needs. These options include technical support and professional services, training programs, software upgrade and RMA services, along with support tools to meet their network security needs. Besides that, Hillstone also provides self-service resources to help you proactively solve your issue, including Hillstone Knowledge Base, software downloads, technical documentations etc.

To help us locate and resolve your inquiries more quickly and reduce the impact to your business services, please prepare the necessary information listed below before contacting Hillstone Networks for remote technical support:

- I) Device information: model number, software version, serial number and license valid date.
- II) Network information: network topology, activated functions of device, and configuration of related devices.
- III) Problem information: problem description, related output information and operations.

When you contact TAC for the first time, entitlement verification will occur, and then initial problem description and information will be gathered. A unique ticket number will be provided and used to track any given issue from initial contact until the problem is completely resolved.

## Security Service

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The proliferation of network applications brings new challenges to enterprise network security. As the boundaries between the various network threats become indistinct, single and traditional security systems can no longer handle the increasingly advanced network threats. Hillstone Networks provides a robust and dynamic security protection system based on the next generation firewall products and StonePlus® Security Service.

With Hillstone Security Service, Hillstone Networks responds promptly to new virus and network attack threats, and provides real-time update of URL classification database and application identification database. StonePlus® is a critical tool providing security protection for your network and systems.

Hillstone Networks delivers to our customers a role-based application security firewall with bandwidth management, IPS, Antivirus, network access behavior management and security policy management. The Security Service enables the customer to purchase a real-time, automatic and online upgrade license as needed to protect your network security. The updated threat databases will contain the software updates of Antivirus and IPS

signatures, App identification signatures and URL's to ensure network protection against the advanced threats.

## Technical Support

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The Hillstone Remote Support Service is the fastest, most direct and efficient service for our customers. The principal period of our standard technical support is Monday through Friday from 9:00 am to 6:00 pm (5x8 "business day" support), local time, excluding local public holidays. The support service is not just limited to phone, email, fax or online support; it also provides remote management by the Hillstone technical support team to offer direct support for the customers. The customer can choose the most appropriate type of services based on the level of criticality and complexity of the network.

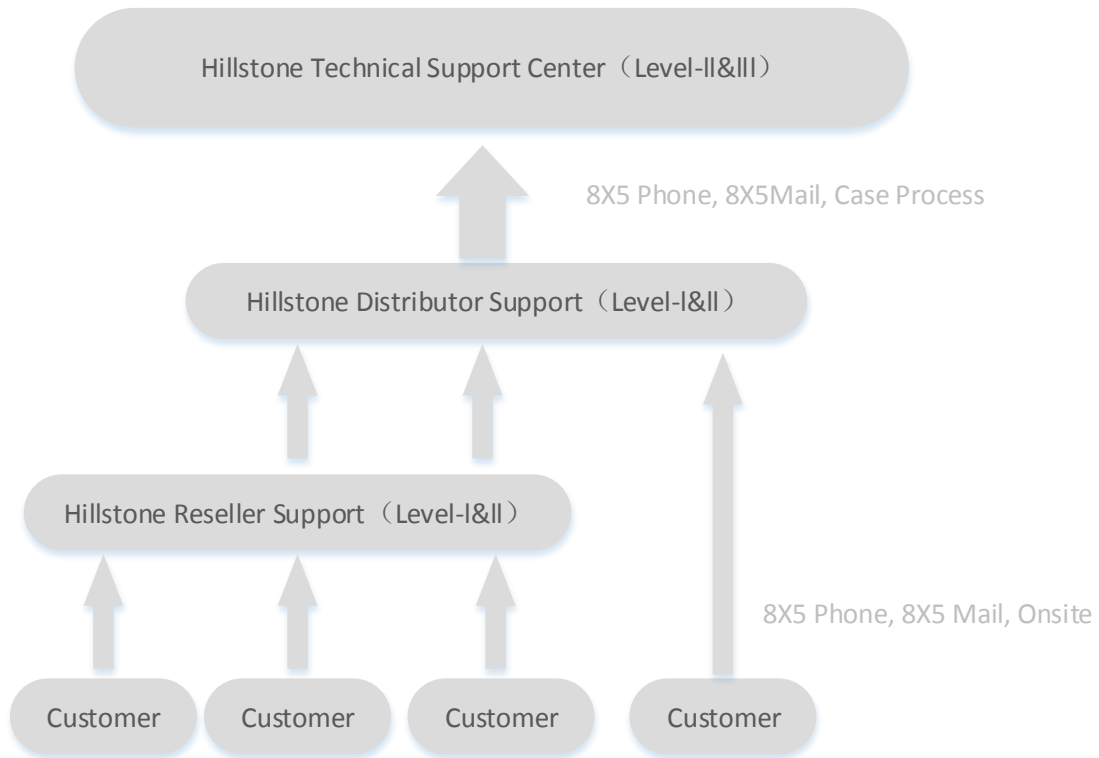
### ■ Customer Support Structure:

Hillstone technical support is not only offered by Hillstone engineers, but also the certified engineers of authorized distributors/partners. Hillstone authorized partner shall provide the level 1 and level 2 support to customers (Including both remote and on-site service). Hillstone distributor will also responsible to provide RMA service besides those level 1-2 services.

Level 1: Receiving calls from Customers and establishing ownership until problem resolved. Gathering information and determining problem severity level. Searching knowledge base and delivering known solutions to Customers. Developing and gaining Customers' agreement for problem isolation, solution creation and solution implementation plan. Providing an existing fix or workaround solution. Escalating to Level 2 if necessary.

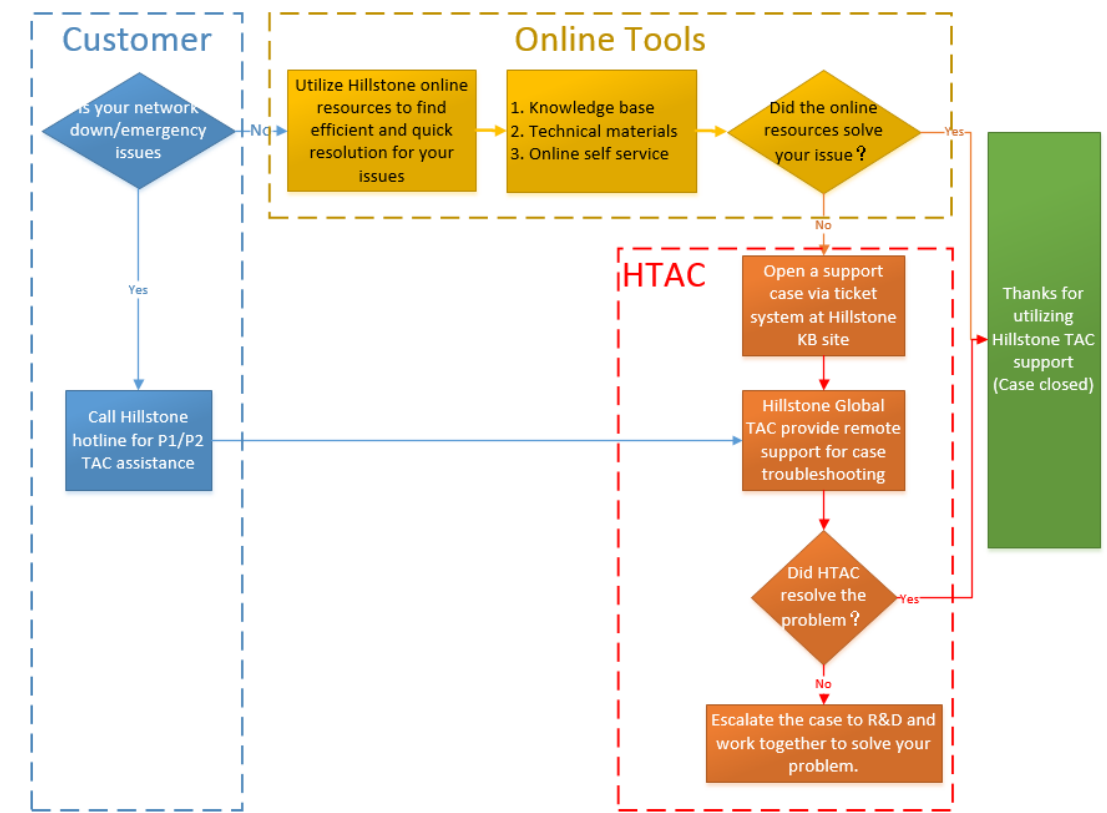
Level 2: Utilizing problem replication, identifying design and operability issues, and developing and delivering problem solutions. Performing on-site troubleshooting, if necessary, including developing a workaround. Escalating to and liaising with Hillstone's technical, design and engineering staff, if necessary.

Level 3: Utilizing Hillstone's technical, design and engineering staff, employing complex issue analysis techniques and if necessary, performing Hardware and Software repair and replacement.



■ **Hillstone TAC support flow:**

Hillstone provides not only online resources for self-service but also professional TAC support for partners and end users. Please refer the below support flow for your case support



**■ Customer Support Channel:****Support via Web Portal:**

Customers can open online support tickets by logging in to Hillstone's ticket system:  
<http://kb.hillstonenet.com/en/case/>

To access the web ticket creation tool, the customer must log in using their registered username and password.

Note: please do not submit a technical assistance request for a Priority 1 issue via the web portal. For these particular cases, please place a call into one of our regional TACs.

**Support via Email:**

The Hillstone TAC Service email address is [H-TAC@hillstonenet.com](mailto:H-TAC@hillstonenet.com), which is managed by Hillstone technical experts to handle email inquiries.

**Support via Telephone:**

Hillstone Networks offers toll-free technical support hotlines for North American (+1-800-889-9860.); Asia Pacific (+86-400-828-6655); Europe (+420-910-117-735). The technical support hotlines are managed by Hillstone's experienced, certified engineers to guarantee the highest quality of support for customer inquiries. The remote debug services would also be provided by TAC engineer during the phone call to locate and solve the problem.

**On-site Support:**

Hillstone Networks offers Professional Services to help our customers deploy, manage and optimize the performance of the next generation enterprise and data center firewall products; it also minimizes downtime and guarantees business continuity. The Hillstone Professional Services include On-site Support Services, a complementary service extension of the Remote Support Services. The On-site Support Services provides network security system planning and design, installation, configuration, problem resolution, network health check, performance tuning and optimization.

The Hillstone On-site Support Services are delivered by the Hillstone Professional Services team or by one of Hillstone's authorized partners. If the customer purchases the Hillstone firewall product through the partner, then the partner delivers the first level of support to the customer, while Hillstone provides the second level of support. The on-site support including onsite support service, equipment installation service, onsite review service, and onsite guard service.

## Technical Support Agreements

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In addition to the Standard (5x8 "business day") support, Premium support is also available. Customer is able to purchase and upgrade the service package to Premium service. Standard service pack is bundled with hardware and software service in contract. Standard service period will be available on 12/24/36 months. The list price for premium support is

1.4 times of your standard service pack. Service period of premium pack should be the same as your standard pack.

Technical Support Agreements	Standard	Premium
5 x 8 support availability	✓	
7 x 24 support availability		✓
Dedicated senior technical support team familiar with your environment		✓
Technical Account Manager		✓
Priority placement in the support phone queue		✓
Top priority in case escalation path		✓

## SLA

### ■ Incident Priority

An initial problem priority level will be agreed with the customer at the time the technical assistance request is made. All requests/issues reported to the TAC will be assigned a priority level from 1 to 4, in accordance to the customer's request and the impact the issue is having on their business/network operations.

Priority Level	Description
P1- Critical Incident	Overall system/network service is down, causing the basic function of device is not able to achieve; more than 1 hour business interruption or key business data loss.
P2- Major Incident	Device is working, but partial Outage/Major feature/function not working; basic device function degeneration caused by potential system/service breakdown problem, such as redundant device failure, monitor terminal failure etc.; less than 1 hour business interruption caused by hardware or software issues.
P3- Minor Incident	Minor functional loss or poor performance issues, but no impact on customer's key business.
P4- Technical Consulting	Issues that do not affect business operations. Normally, product functionality is intact, but assistance is required for installation or configuration of the device.

### ■ Service Request Response and Resolution Time

Priority	Initial Response	Diagnosis Time	Business Recovery Time	Resolution Target
P1	< 1 hour	4 hours	12 hours	6 days

P2	4 hours	12 hours	3 days	15 days
P3	12 hours	3 days	6 days	30 days
P4	24 hours	NA	NA	60 days

Note: the timings are based on elapsed working hours / business days on the ticket.

## Product Maintenance

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The Hillstone next generation enterprise and data center firewall products include a one-year application identification database upgrade, software upgrade services, and a one-year hardware warranty.

For software products, Hillstone Networks provides customers with new releases, product updates and patches with the latest product innovations and bug fixes.

Hillstone Networks provides our customers with highly reliable, superior performance, easy-to-manage next generation firewall products. Hillstone offers in conjunction with our authorized partners' different levels of RMA services, so that our customers can choose the most appropriate level based on their needs and achieve the balance between service and cost. At the basic level, Hillstone Network offers the Hardware Return and Replacement Service. In the event of hardware failure, the customer returns the failed equipment and receive a replacement unit. For details about the Hillstone services and pricing, please contact our service hotline at 1-800-889-9860 or your local Hillstone authorized partner. You can also contact us via Email: [h-rma@hillstonenet.com](mailto:h-rma@hillstonenet.com)

### Hardware Warranty Service

The return, repair/replacement of the defective material is managed by the use of a Return Material Authorization (RMA). Once your request has been processed, a Technical Support Engineer will work with you to fill out this RMA form, including RMA number for you to complete and/or confirm address information. All troubleshooting and failure diagnostics will be provided and completed separately by Hillstone.

### DOA

DOA (Dead on Arrival), if defect is reported within the first 90 days of product Warranty. All DOA are handled as advanced replacements from Hillstone within 2 business days.

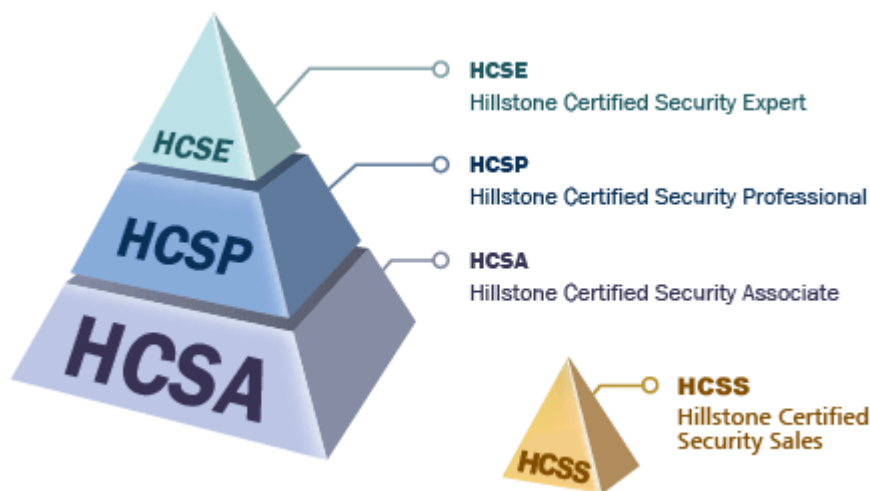
### Return & Replace

"You ship us the defective unit, we replace it for you". Replacement of hardware under Hillstone's standard warranty requires an evaluation of the failed system by a Hillstone Technical Support Engineer, and the issuance of a Technical Support RMA number. Customers must ship back the failed unit to Hillstone authorized regional distributor. The RMA number must be clearly indicated on the box and shipping papers – failed to do so will result in delays. A repaired or replaced unit will be shipped via ground carrier at Hillstone's expense within 5 business days after receiving of the failed unit. A replacement

may be a brand new unit or reconditioned unit with equivalent or better value.

## Training and Certification

Hillstone Networks provides product training and certification so that our partners and customers acquire the skills and expertise to manage and operate the Hillstone Networks next generation firewall products. The training and certification for our customers' IT specialists maximizes your Return on Investment (ROI) investment in the Hillstone firewall solutions. As a pre-requisite, Hillstone partners must become certified specialists in order to support our customers to effectively protect the network and data center from advanced threats.



There are three levels of certification in the technical track:

- **Hillstone Certified Security Associate (HCSA)**
  - Technical training, certification in Hillstone network security system deployment
- **Hillstone Certified Security Professional (HCSP)**
  - Technical training, certification in complex network security system deployment, VPN, bandwidth management, application security configuration
- **Hillstone Certified Security Expert (HCSE)**
  - Technical training, certification in advanced network security system deployment

The Hillstone Certified Security Sales (HCSS) certification provides training and certification to our partner sales executives to assist our customers in planning a total network security solution based on Hillstone’s firewall platform.

■ **List Price for Training and Certification Exam**

**Training Course**

Course Number	Item Category	Description	List Price
HS-101	HCSA Training (Hillstone Certified Security Associate)	HS-101: Deployment of Hillstone Security Appliance - 3 days Including single access to HCSA exam	\$ 1,050
HS-201	HCSP Training (Hillstone Certified Security Professional)	HS-201: Deployment of Network Security - 2 days	\$ 1,750
HS-202		HS-202: Building safe VPN Network - 2 days	
HS-203		HS-203: Bandwidth management and Application Security - 1 day Including single access to HCSP exam	

**Single Exam**

Course Number	Item Category	Description	List Price
HCSA	Exam	A single access to HCSA exam	\$ 150
HCSP	Exam	A single access to HCSP exam Prerequisites for certification: HCSA	\$ 250
HCSE	Exam	Hands-on Lab, Troubleshooting and Debugging Prerequisites for certification: HCSP	\$ 1,200