Hillstone Customer Service Overview

V2.2

www.hillstonenet.com

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Service and Support

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, enabled functions of device, configurations of relevant devices.
III) Problem information: problem description, relevant device output information and operations you have done before issue occurred.

When contacting TAC at 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.

Technical Support

The Hillstone Remote TAC Support is the fastest, most direct and efficient service for our customers. The principal period of Hillstone standard technical support is 7x24 support. The support service is not just limited to phone, email, 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.

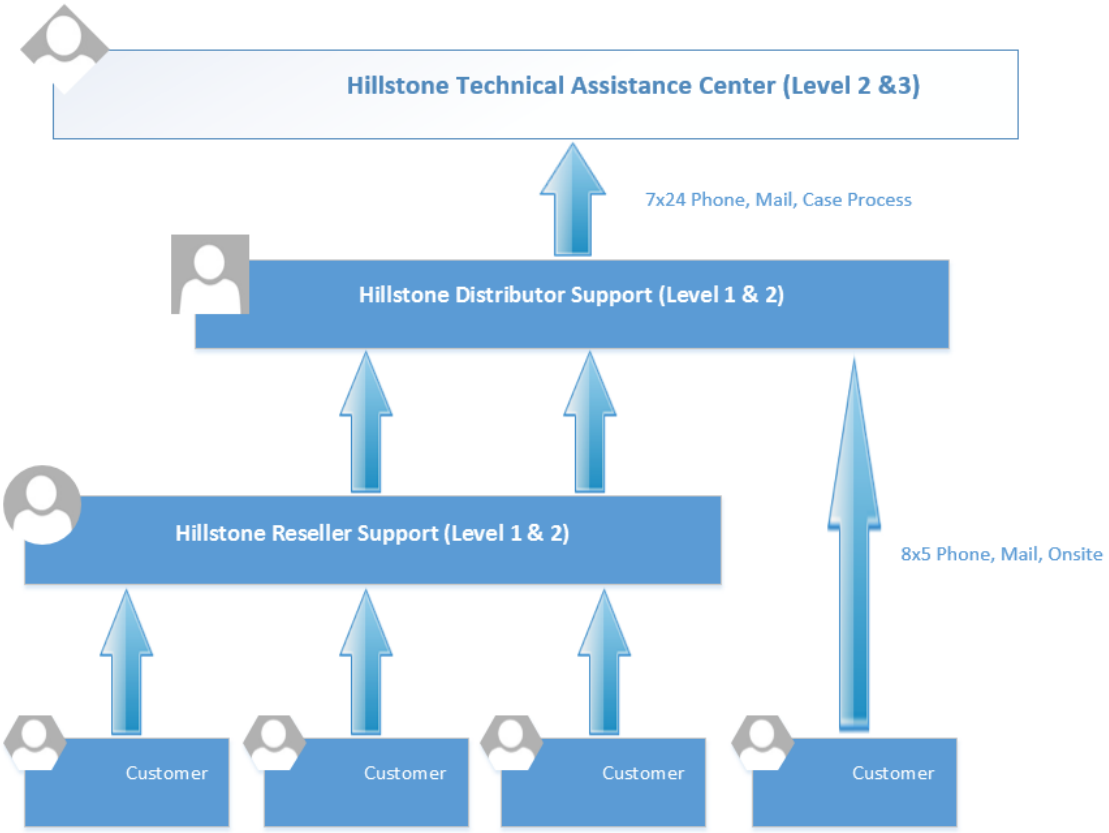
- **Customer Support Structure:**

Hillstone technical support is not only offered by Hillstone engineers, but also the certified engineers of its authorized distributors/partners. Hillstone authorized partners shall provide the level 1 and level 2 support to customers (Including both remote and on-site service). Hillstone distributor is also responsible to provide RMA/DOA services besides those level 1-2 services. Normally customer should contact their reseller/distributor directly if there are any issues occurred. Hillstone TAC team will support its partners to resolve customer issues. Customer could also contact Hillstone TAC for emergency support via hotline.

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.

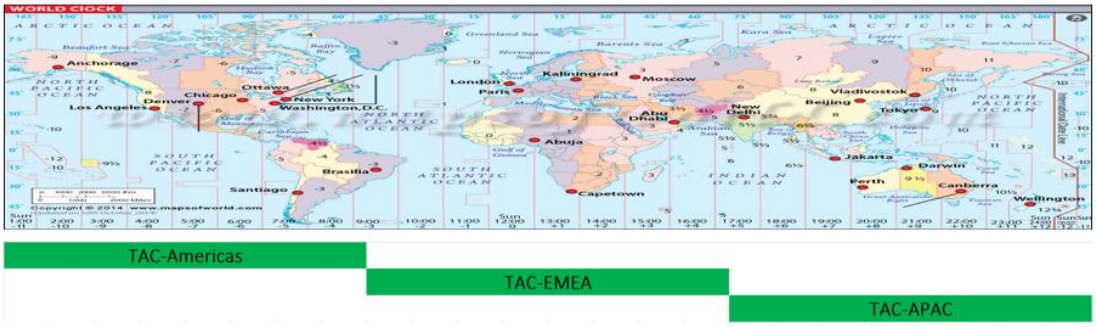
Level 3: Utilizing Hillstone's technical, design and engineering staff, employing complex issue analysis techniques and if necessary, performing Hardware and Software repair and replacement.



- **Hillstone 24-Hour Global TAC support**

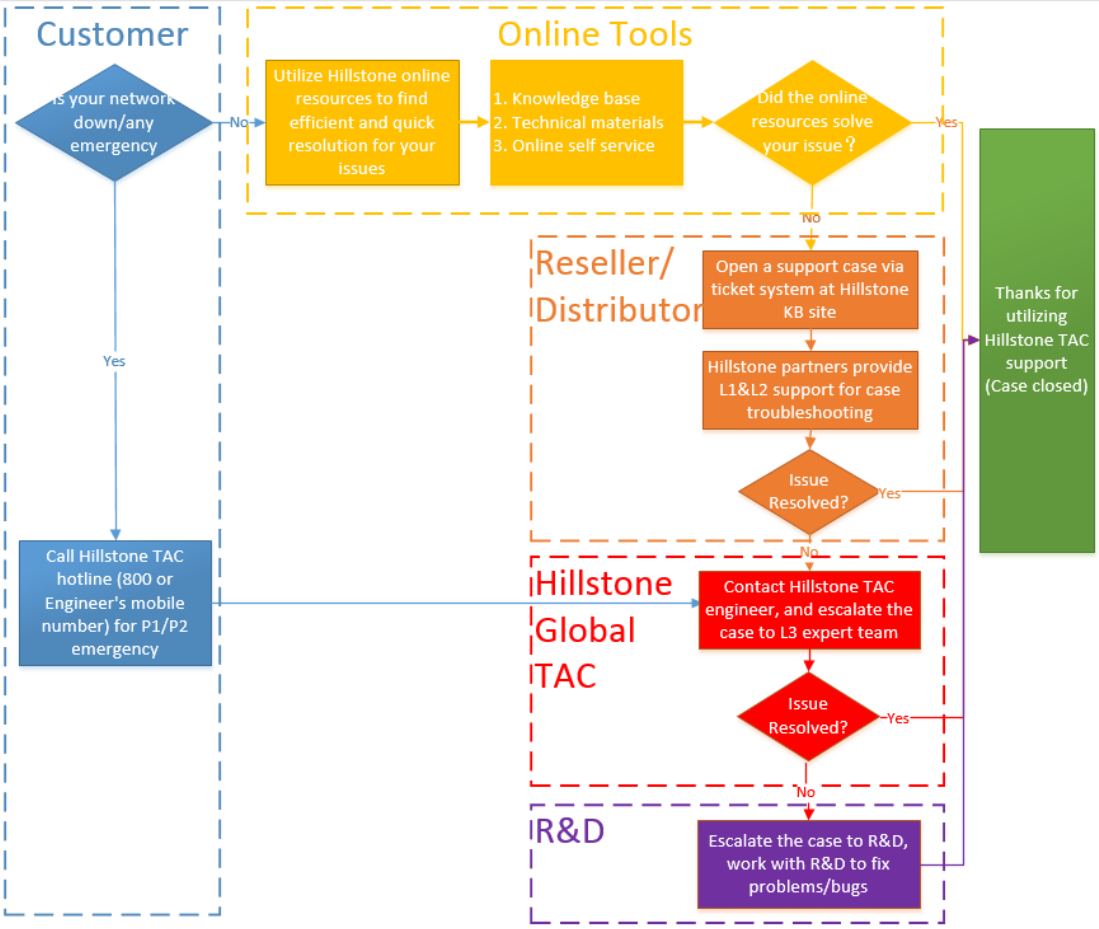
Three global TAC centers (in China, EU and US) for three major time zones, with different active hours. You are free to contact any one of them who is active at the time of your technical support need.

Global TAC center LATAM is coming up Q4 2021, providing 24x7 support with Spanish and Portuguese.



■ **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:**

<u>Support via Web Portal:</u>

Partner or end-user is able to open support ticket via Hillstone's ticket system: https://support.hillstonenet.com/

To access the Hillstone ticket system, users must log in using their registered username and password.

Note: please do not just submit a technical assistance request for a Priority 1 issue via the web portal. For these particular cases, it is better to contact regional TAC engineer via 800 hotline or IM for fast connection.

Support via Email:

The Hillstone TAC Service email address is 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 below regions:

- 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 various 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. The on-site support services by factory professional service team are available for customer to purchase. 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

In addition to the Standard 7x24 phone 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

different than the standard service pack. Service period of premium pack should be the same as the standard pack.

Technical Support Agreements	Standard	Premium
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	< 6 hours	24 hours	2 days	10 days
P2	12 hours	2 days	4 days	15 days

P3	24 hours	5 days	10 days	30 days
P4	48 hours	NA	NA	60 days

Note: the time here is based on elapsed working hours / business days on the ticket. The response on case system is not real-time, please to be patient for the reply from available TAC support engineer.

Product Maintenance

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

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 the 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 cases are handled as advanced exchange from Hillstone within 2-4 business days.

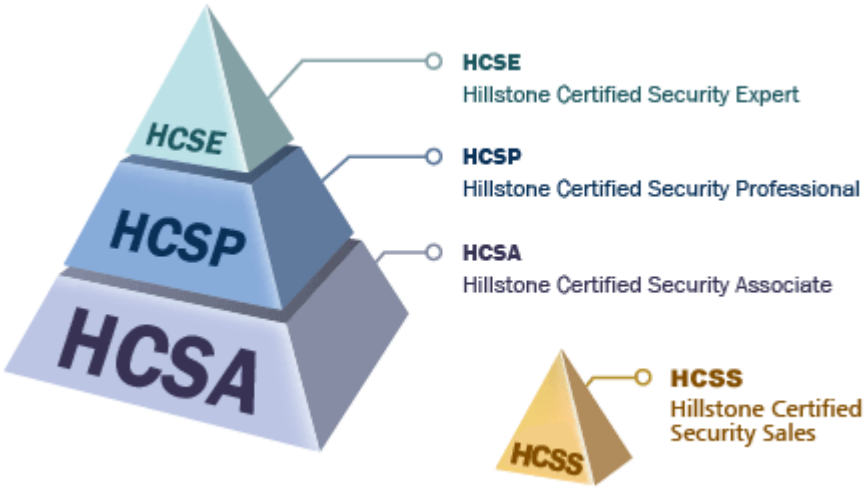
Return & Replace (RMA)

"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, as well as the issuance of a Technical Support RMA number. Customers must ship back the fault unit to Hillstone authorized regional warehouse. 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 10 business days after receiving of the failed unit. A replacement

could be a brand-new unit or reconditioned unit with equivalent or better value. (Please contact Hillstone case by case if you need advanced exchange for RMA units).

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 Hillstone partners' sales executives to assist our customers in planning a total network security solution based on Hillstone's firewall platform.