

Check Point CES Support Plan Descriptions

Support offerings and services listed herein are subject to availability by product family and by service geographic area. Customer is advised to contact a Check Point authorized CCSP, or Check Point will confirm the support programs that are available for purchase at its discretion. To contact Check Point Technical Support, please refer to URL:

<http://www.checkpoint.com/services/contact/index.html>.

1. CHECK POINT SUPPORT OFFERINGS

In order to meet the needs of its enterprise Customers, Check Point offers its Collaborative Enterprise Support program for the support of Check Point Software products. This provides a total support service solution to enterprise/business customers through a Certified Collaborative Support Partner. Below, are the program levels available under Check Point's Collaborative Enterprise Support program:

Collaborative Enterprise Support

- Co-Standard
- Co-Standard Onsite
- Co-Premium
- Co-Premium Onsite
- Co-Elite
- Co-Elite Onsite

Onsite services refer to enhancements to the Collaborative Enterprise Support programs that deliver on-site Hardware Replacement service in case of a hardware issue is found and determined to require an RMA.

2. SUPPORT PLAN DESCRIPTION

Co-Elite and Co-Premium are the only 7 x 24 support programs. Standard Support is for business day coverage only. For the most updated feature list of the Check Point Support plan, please visit the following online URL:

http://www.checkpoint.com/services/techsupport/programs/ces/compare_enterprise_support.html

2.1 TAC Access

- With Check Point Software and/or Hardware Support, CCSP has access to TAC engineers per the Support plan, in accordance with the terms of this SLA, 7 x 24 – seven (7) days a week, twenty-four (24) hours a day, every day.

2.2 Support Web Access

Access to restricted websites and resources for the sole use of the Customer and CCSP at Check Point User Center: <http://usercenter.checkpoint.com>; Check Point Support Center: <http://support.checkpoint.com>.

2.3 SecureKnowledge

Check Point provides CCSPs with access to restricted portions of its knowledgebase per the Support plan, in addition to the general installation and upgrade knowledge articles given to users with General Access:



Expert Access – in addition to knowledge articles available to Customer with Advanced Access, Expert Access contains solutions regarding issues with high fix complexity, known issues with Workarounds or Hotfixes, in-depth complex troubleshooting, and RFEs. Expert Access is given to CCSPs.

2.4 Software Subscription

Access to restricted download site for the sole use of the CCSP and Customers; includes latest product upgrades, enhancement, Hot Fix Accumulators (HFAs), Feature Packs, security fixes, tools, and utilities.

2.5 Severity Level Response Time

Check Point agrees to use commercially reasonable efforts to respond to CCSPs requests based on the Severity of the issue within specified time target(s) per the Support plan, in accordance with the terms of this SLA.

2.6 Support Focal Point

Check Point Technical Assistance Centers are staffed by Support engineers who have extensive experience in supporting large-scale networks and providing assistance with diagnosis and resolution of defects and/or failures in Check Point products. As a single point of contact for all of CCSP's support needs, TAC Support engineers are grouped by expertise and experience, to ensure that TAC responds as quickly as possible by priority in accordance with the terms of the Support plan and this SLA.

- Desks Support Engineer
- Premium Support Engineer
- Escalation Support Engineer

2.7 Advance Replacement

With Check Point Hardware Support, Customer is entitled to Advance Replacement service on the Hardware in accordance with the terms of the Support plan and this SLA. Replacement delivery targets are listed per the Support plan. Only Co-Elite Support accepts partner RMA determination.

Appliance Co-Standard

After TAC determines with CCSP that the Hardware issue is related to a malfunction of one of the Appliance components, Check Point will provide Advance Hardware Replacement of the faulty Hardware Product via same business day (SBD) shipment*, with delivery target next business day (NBD).

Appliance Co-Premium

After TAC determines with CCSP that the Hardware issue is related to a malfunction of one of the Appliance components, Check Point will provide Advance Hardware Replacement of the faulty Hardware Product via a customized rush service Next Flight Out (NFO) or Express Delivery shipment (when applicable**) or same day (SD) shipment, with delivery target same evening/night or early next business day (NBD) morning**.

Appliance Co-Premium Onsite

After TAC determines with CCSP that the Hardware issue is related to a malfunction of one of the Appliance components, and after a repair action plan has been defined, Check Point



will provide Onsite Hardware Replacement within four (4) hours, which includes delivery of replacement hardware to the Site and basic installation by a Check Point Certified Onsite Technician or ACE Partner.

Appliance Co-Elite

After CCSP determines that the Hardware issue is related to a malfunction of one of the Appliance components, Check Point will provide Advance Hardware Replacement of the faulty Hardware product via a customized rush service or Express when applicable**, or same day shipment with delivery target same evening or next business morning.

Appliance Co-Premium Onsite

After CCSP determines the Hardware issue is related to a malfunction of one of the Appliance components,, Check Point will provide Onsite Hardware Replacement within four (4) hours, which includes delivery of replacement hardware to the site and basic installation by a Check Point Certified Onsite Technician or ACE Partner.

* For RMA determination completed by 15:00 regional hub time; otherwise shipment will occur next business day (NBD) with delivery target extended by one day.

** Next Flight Out / Express Delivery is available in the European Union and mainland USA. Appliances shipped during normal business hours and may arrive during off hours or next business day until 9AM.

