

Check Point Global Support and Services
**Check Point Security Appliance
Support Programs Guide**

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Check Point Global Support and Services

You already rely on Check Point to provide the best security products in the industry. As a valued Check Point customer, you can rely on constant updates to keep your security current and the confidence that comes from knowing a world-class support and service organization is prepared to provide you with everything you need to maximize the bottom line of your business.

7x24 Support

Check Point is committed to protecting your critical infrastructure and we're available 7x24 to help resolve critical network issues. The Technical Assistance Centers (TACs) back each other up to ensure that there is no single point of failure in our availability. We have also implemented sophisticated methods, processes and tools to coordinate continuous coverage for critical service requests and to work closely with Check Point's engineering teams.

Check Point Technical Assistance Centers (TACs) are strategically located in:

- Dallas, USA
- Ottawa, Canada
- Tel Aviv, Israel
- Tokyo, Japan
- Sundsvall, Sweden

Strategic Material Stocking

Check Point maintains a global inventory of replacement parts in order to meet our different service level agreements. With major stocking hubs in the U.S., APAC, Europe, and Israel, we have spares strategically located in over 250 part depots throughout the world.

Global Support and Service Programs

Check Point Direct Enterprise Based Support (EBS) Offerings for Enterprise and SMB Businesses

Check Point EBS provides direct-to-end-customer support to help businesses efficiently use Check Point solutions. A variety of support offerings are available for Check Point security and hardware solutions, with flexible coverage terms to meet your unique needs. Check Point EBS includes phone-, Web-, and chat-based technical assistance and access to the Check Point Support Portal for anytime help including fault diagnosis, usability and configuration support, tiered hardware replacement and repair services, and software updates and upgrades including access to critical hot fixes, service packs, and major product upgrades.

Check Point Collaborative Enterprise Support (CES) Offerings for Channel Partners

Check Point CES is designed to help Check Point certified support partners provide support to Check Point customers. With Check Point CES, support partners can offer different SLAs which are backed up by Check Point TACs. Check Point works with the partners to ensure they have the tools and the skills to provide quality support to our customers. Customers have direct access to Check Point systems and the SecureKnowledge database allowing them to track the progress of the service requests that were escalated to Check Point. In addition, as part of the higher SLA level (Co-Premium), customers will also gain direct access to the TAC in case of Severity 1 issues. Check Point CES is delivered (for hardware and software support) by Check Point Certified Collaborative Support Providers



(CCSPs) in the EMEA, APAC, and LATM regions and by Appliance Collaborative Support Providers (ACSPs) in the US and Canada.

Please compare programs at www.checkpoint.com/services/techsupport/programs/ces/compare_enterprise_support.html for more information about EBS and CES features.

Support Components

Check Point Support Center

The Check Point Support Center gives customers and partners access to the support technology and product information developed by Check Point support experts worldwide. This personalized support portal gives you secure, real-time access to Check Point support wherever and whenever you need. With the click of a mouse, find state-of-the-art support tools, whether you're looking for the latest application updates, need help configuring a system, or want to check on the status of a service request.

The Check Point Support Center includes:

- **Live Chat:** Instant access to technical experts provide quick answers to user questions.
- **SecureKnowledge:** Our extensive database includes thousands of solutions to technical issues, best-practices and configuration guidelines. SecureKnowledge is easy to search and offers instant access to a wealth of information and automatic notifications on any new material which has been posted in your subject area.
- **Online documentation:** Access to a wide variety of product material including User Guides, Installation Guides, Getting Started Guides, Reference Manuals, and Release Notes
- **Software downloads:** Full library of current and archived software releases (including images, patches, and maintenance releases) for secure and convenient download
- **SecureTrak:** Sophisticated tools to initiate, manage, collaborate upon, and track Service Requests online—including active notifications via mail or SMS
- **Advanced Hardware Diagnostic Tools:** Easy diagnosis of hardware issues using a unique and powerful diagnostic tool
- **The Check Point Forum community:** Interact with other Check Point customers, share best practices and get user advice with our online user community.
- **Latest security and protection:** All of our support offerings include key software updates and upgrades that are essential for maintaining the security of your network. These annual subscriptions include access to critical hot fixes, service packs, and major product upgrades.

Appliance Support

Overview

Check Point provides a variety of support programs to meet customer needs. Depending on your business model and delivery capabilities, you may choose from either [Direct Enterprise Support](#) from Check Point or [Collaborative Enterprise Support](#) from our certified partners.



The Check Point appliance support programs provide technical support, software updates and upgrades, and the replacement of faulty hardware.

Check Point has upgraded the Premium Service Level Agreement (SLA) to Premium Express—providing Next Flight Out express delivery in the US mainland and European Union. In those locations, delivery will be expedited using special customer courier services, which usually results in same-evening/night delivery or early next morning (before 9AM). As an example RMA¹ determination before noon in New York City or other main US metropolitan area will result in same-day delivery at evening/night time. This holds for major European cities as well. The same RMA delivery to a smaller remote city will be usually done by the next morning before 9AM.

Hardware support excellence

Check Point offers one-stop shopping for hardware (including operating system, tools, security, and applications) on all our appliance lines (UTM-1/Power-1 and IP Appliances) from our global Technical Assistance Centers.

Our appliances come equipped with state of the art diagnostic tools that help categorize if a problem is related to a hardware malfunction or another issue that can be solved by configuration or patch. A customer or support certified partner can execute these tools whenever they want to verify the hardware is operating without any faults. Once a support ticket is opened with Check Point, and an issue is suspected to occur due to hardware malfunction, these tools allow for a simple and quick determination if a hardware replacement should be initiated.

Once a hardware replacement requirement is determined, it is processed efficiently by our hardware services team who specialize in handling hardware replacements. The team utilizes strategically located worldwide replacement parts depots to ensure fast delivery. Check Point offers a wide variety of support plans, with different SLAs that will ensure you get the right service for your needs.

We continuously perform in-depth analysis of our hardware replacement process to ensure we are working efficiently to minimize down time at the customer premises due to faulty hardware. We also strive to avoid unnecessary hardware swaps which might reduce productivity and up time. We investigate all returned hardware for early identify trends to improve the quality of our appliances by learning from problems with previous models.

We both benefit from Check Point's extensive experience gained from deploying hundreds of thousands of appliances, and from state-of-the-art software diagnostic tools.

Direct Appliance Support Delivered by Check Point

Check Point Enterprise Standard Support delivers comprehensive, unlimited support from our experienced and certified security experts. With online tools, global service centers, and extensive resources devoted to Check Point security, you can count on Check Point to resolve your mission-critical issues quickly and efficiently.

¹ Return Material Authorization (RMA) refers to the process in which Check Point determines that the appliance has a hardware malfunction and authorizes its replacement. The customer must return the faulty hardware as specified within 5 business days of the arrival of the RMA or be invoiced at standard list price. The replacement method varies between our different Service Level Agreements (SLAs).



		From Check Point – EBS	
5x12	Standard	Standard	Standard Next Business Day
7x24	Premium	Premium 4 hours	
		Remote only	Onsite

Standard Support

Ensure business continuity with 5x12 (business day) support for your appliances

- Software Subscription—access critical hot fixes, service packs, and major upgrades
- 5x12 business day Web, chat, and phone support and 4-hour committed response
- Efficient hardware issue diagnosis using advanced tools from the Check Point TAC
- Free use of Check Point support center tools—sophisticated tools to initiate, manage, collaborate upon, and track Service Requests online including active notifications via mail or SMS
- Reduce support time and costs with advanced access to SecureKnowledge—get automatic notifications of any new material posted in your subject area
- Replacement units shipped the same business day; delivery usually within 2–3 business days

Standard Onsite Support

Onsite Support delivers all the great benefits of Standard Support and more. Through its onsite organization, Check Point offers local, onsite support with fast Next Business Day service. Check Point provides the delivery and basic installation of replacement hardware by a certified engineer. This ensures smooth and quick replacement of the appliance in time-critical environments. The program is available in over 250 locations worldwide. For location details please visit www.checkpoint.com/services/onsite-availability.html.

Premium Support

Premium Support delivers all the benefits of Standard Support and adds 7x24 service and 30-minute committed TAC response for Severity 1 issues and 2-hour response for Severity 2. It also includes Fast Path access to the Premium Desk for quicker resolution.

Replacement units are shipped by Next Flight Out Express Delivery (in the mainland US and Western Europe) or by Same Day shipment elsewhere. Check Point also operates specific Premium RMA hubs located in selected countries in the Asian Pacific, South American, and Eastern European regions.

- Software Subscription—access critical hot fixes, service packs, and major upgrades
- Protect your business with unlimited, comprehensive support from experienced engineers and 30-minute response with Fast Path to the Premium Desk²

² Assuming the account is covered with EBS Premium support or 100% of the appliances are covered with Premium-level support or above



- Ensure mission-critical support with 7x24 support and 30-minute committed TAC response for Severity 1 issues³ and 2-hour response for Severity 2
- Peace of mind with global, 7x24 service centers and efficient support processes
- Free use of Check Point support center tools—sophisticated tools to initiate, manage, collaborate upon, and track Service Requests online including active notifications via mail or SMS
- Reduce support time and costs with Advanced Access to SecureKnowledge—get automatic notifications of any new material posted in your subject area
- Efficient hardware issue diagnosis using advanced tools by Check Point Return Materials Authorization (RMA) process by Check Point TAC (Technical Assistance Center) hardware experts
- Replacement units are shipped by Next Flight Out/Express Delivery (in mainland US and European Union). Appliances are shipped during normal business hours and could arrive during off hours or next business day until 9AM

Premium Onsite Support

Extends the benefits of Premium Support with 7x24x4-hour local onsite support for fast, logistical support. Check Point provides the delivery and basic installation of replacement hardware by a certified engineer within 4 hours following RMA determination by the TAC.

Diamond/Diamond PLUS Customers

Diamond customers receive all the benefits of Premium Support with additional benefits of a senior designated engineer as a TAC focal point, priority with R&D for problem resolution, and an optional locally based technical expert which provides implementation, tuning, and upgrade support as part of the Diamond PLUS plan.

Diamond customers may also determine RMA without the need for prior Check Point TAC approval. This provides an accelerated process for our most valued and experienced customers. To learn more about Diamond and Diamond PLUS offerings, please visit www.checkpoint.com/services/techsupport/programs/diamond_support.html.

³ For Check Point severity level definitions please see the Service Level Agreement at www.checkpoint.com/services/techsupport/programs/docs/support-sla.pdf



Appliance EBS Summary

Appliance SLA	TAC Support and Response Time	RMA Shipment Method
Standard	5x12 support; 4-hour response	Same Business Day shipment ⁴
Standard Onsite	5x12 support; 4-hour response	5x12xNBD (Next Business Day) onsite with replacement unit ⁵
Premium	7x24 support; 30-minute response for Severity 1, 2 hours for Severity 2 Fast Path to Premium Desk ⁶	Next Flight Out Express Delivery or Same Business Day shipment ⁷
Premium Onsite	7x24 support; 30-minute response for Severity 1, 2 hours for Severity 2 Fast Path to Premium Desk	7x24x4H Onsite in 4 hours with replacement unit

For support information on former Nokia IP appliance hardware, please see www.checkpoint.com/nokia/welcome/support.html.

Collaborative Appliance Support by Check Point Service Providers

Collaborative Enterprise Support (CES)

With Collaborative Appliance Support, our certified partners deliver the support to you, using their experienced, certified engineers. Check Point backs up its partners by allowing them access to Check Point TAC experts at any time.

		By Check Point Partners – CES	
5x12	Co-Standard	Co-Standard	Next Business Day
7x24	Co-Premium	Co-Premium	4 hours
	Remote only	Onsite	

Co-Standard Support delivers all the benefits of our Standard offering by our support partners including efficient hardware issue diagnosis, Return Materials Authorization (RMA), and more.

Co-Standard Onsite Support adds Next Business Day onsite hardware replacement and installation services by a certified engineer. This ensures smooth and quick replacement of the appliance in time-critical environments. The program is

⁴ For RMA determination completed by 15:00 regional hub time; otherwise shipment will occur next business day with delivery target extended by one day

⁵ Available in selected countries. Please see www.checkpoint.com/services/onsite-availability.html

⁶ Assuming the entire user center is covered with Premium or above support contract. Applies to Premium and Premium Onsite support

⁷ Next Flight Out/Express Delivery is available in the European Union and mainland USA. Appliances are shipped during normal business hours and may arrive during off hours or next business day until 9AM. Check Point operates specific Premium RMA hubs in selected countries in Asia Pacific, South America and Eastern Europe



available in over 250 locations worldwide. For location details please see www.checkpoint.com/services/onsite-availability.html.

Co-Premium Support adds express shipment services for hardware replacement including Next Flight Out/Express Delivery or Same Business Day options depending on your region. In addition, the Co-Premium SLA allows customers to contact the Check Point TAC directly in critical (Severity 1) cases which resulted from the supported appliance. The direct access allows fast and efficient handling of critical events when every minute counts.

Co-Premium Onsite Support adds 4-hour onsite delivery of hardware replacement and basic installation services delivered by a Check Point certified onsite support partner.

Collaborative Appliance Support Summary

Appliance SLA	TAC Response Time to Partner	RMA Shipment Method
Co-Standard	4 hours	Same Business Day shipment ⁸
Co-Standard Onsite	4 hours	5 x 12 x NBD (Next Business Day) onsite with replacement unit
Co-Premium	30-minute response with Fast Path to Premium Desk	Next Flight Out/Express Delivery or Same Business Day shipment ⁹
Co-Premium Onsite	30-minute response with Fast Path to Premium Desk and Check Point TAC for Severity 1 cases	7 x 24 x 4H Onsite in 4 hours with replacement unit

Hardware Warranty

General Warranty Policy

Appliance SLA	RMA Shipment Method	RMA Execution
First-Year Warranty	“Best-Effort” shipment; delivery (within 7 business days) dependent on return of the faulty unit back to Check Point	Check Point Logistics Center, using the same unit after repair or another refurbished unit

Check Point warrants that the hardware components of its appliances shall be free from material defects in design, materials, and workmanship and will function, under normal use and circumstances, in accordance with the documentation provided, for a period of one year from the date of appliance license activation by Check Point. If the appliance has not been activated, the warranty will be valid for 15 months from the date Check Point shipped the appliance.

If the unit has a hardware failure during this warranty period, subject to the Check Point warranty criteria above, the customer can begin the RMA process

⁸ For Return Material Authorization determination completed by 15:00 regional hub time; otherwise shipment will occur next business day with delivery target extended by one day

⁹ Next Flight Out/Express Delivery is available in the European Union and mainland USA. Appliances are shipped during normal business hours and may arrive during off hours or next business day until 9AM. Check Point operates specific Premium RMA hubs in selected countries in Asia Pacific, South America and Eastern Europe



by opening a service request online in the SecureTrak Service Request Center at www.checkpoint.com/services/enterprise/securetrak/index.html or by contacting Check Point Technical Support.

At the end of the 1-year warranty, Check Point will provide RMA services to all appliances covered by an active support contract.

To read more about hardware warranty coverage and protection for appliances please see www.checkpoint.com/services/techsupport/programs/hardware/index.html.

Appliance Spares Tool Kit

Check Point produces a Spares Tool Kit for its high-end appliance lines. The kit includes field replacement units such as a fan, power supply, hard disk, etc. Check Point recommends that customers purchase this kit and keep it onsite for rapid replacements. In case the Check Point TAC recommends using one of the items from the kit, Check Point will send a replacement unit to replenish the kit.

Appliance Accessories

Check Point produces accessories for some of its appliances in order to give its customer various customization options which enable the customer to meet its business needs.

When purchasing an accessory make sure to attach it to the relevant appliance in your user center to be sure it will be covered by your appliance support level.

Check Point Enterprise Support Lifecycle Policy

The Check Point Enterprise Support Lifecycle Policy outlines the product support guidelines for a product's lifecycle. The objective of this policy is to standardize and normalize product lifecycle practices, thereby enabling Check Point customers to make more informed purchase, support, and upgrade decisions.

All Check Point products (except third-party products sold by Check Point) are covered by this policy. Customers who are operating Check Point products under a valid Support and Maintenance Agreement are entitled to the benefits associated with this policy.

Software Support Lifecycle Policy Guidelines

Check Point is committed to providing support for all software products for a minimum of four (4) years, starting from the general availability date of the product's major version. For more information on the Check Point software support policy, see the Check Point Enterprise Software Support Timeline at www.checkpoint.com/services/lifecycle/support_periods.html.

In addition, Check Point aims to support a minimum of two major versions of all software products. Check Point usually ends support for a major product version only when:

- The second subsequent major product version has been released, or
- At least four (4) years have elapsed since the release of the major version in question

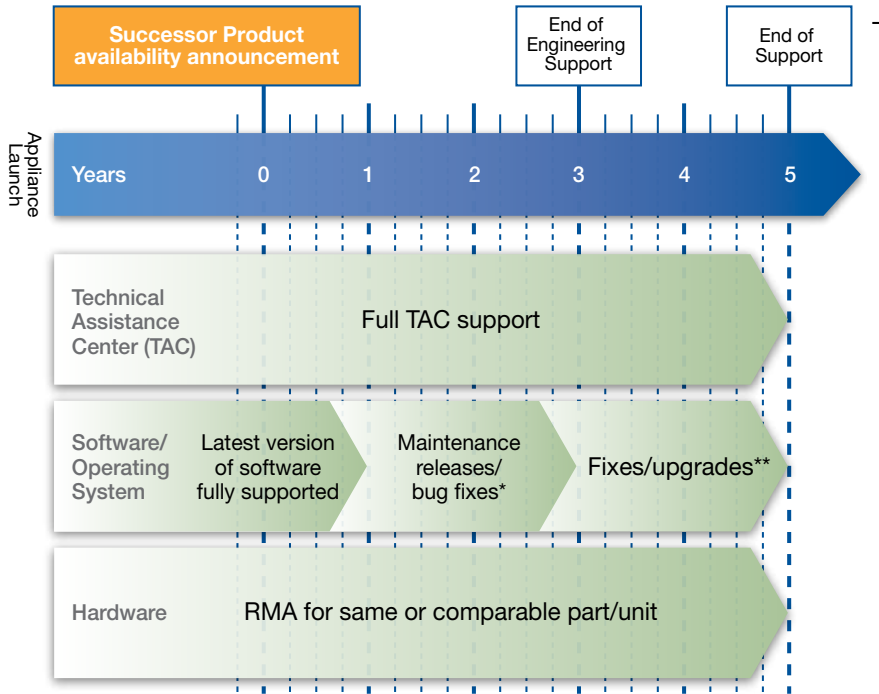
Appliance Support Lifecycle Guidelines

Check Point provides a comprehensive support lifecycle for its appliances, including:



- Software/operating system support
 - The latest version of the software that was installed on the appliance is fully supported until 1 year after Successor Product Availability Date Announcement
 - Maintenance releases/bug fixes are supplied until 3 years after Successor Product Availability Date Announcement. These fixes may require a software upgrade by the customer

Check Point Appliance Support Lifecycle Timeline



*Fixes may require software upgrades
 **New software releases may require a hardware upgrade

Fixes and software upgrades will be supplied until 5 years after Successor Product Availability Date Announcement to handle support issues. New software releases may require the purchase of hardware upgrades by the customer

- Technical assistance
 - Full TAC support from the Check Point Technical Assistance Center is supplied until 5 years after Successor Product Availability Date Announcement
- Hardware
 - Units and parts can be replaced via Check Point's RMA process. Check Point will provide same or similar parts or full unit replacement when needed

Check Point reserves the right to modify this policy at any time; notifications regarding changes in policy will be posted on the Check Point Enterprise Support Lifecycle Policy Web page at www.checkpoint.com/services/lifecycle/appliance-support.html.



About Check Point Software Technologies Ltd.

Check Point Software Technologies Ltd. (www.checkpoint.com), worldwide leader in securing the Internet, is the only vendor to deliver Total Security for networks, data and endpoints, unified under a single management framework. Check Point provides customers uncompromised protection against all types of threats, reduces security complexity and lowers total cost of ownership. Check Point first pioneered the industry with FireWall-1 and its patented Stateful Inspection technology. Today, Check Point continues to innovate with the development of the software blade architecture. The dynamic software blade architecture delivers secure, flexible and simple solutions that can be fully customized to meet the exact security needs of any organization or environment. Check Point customers include tens of thousands of businesses and organizations of all sizes including all Fortune 100 companies. Check Point award-winning ZoneAlarm solutions protect millions of consumers from hackers, spyware and identity theft.

CHECK POINT OFFICES

Worldwide Headquarters

5 Ha'Solelim Street
Tel Aviv 67897, Israel
Tel: 972-3-753 4555
Fax: 972-3-624-1100
email: info@checkpoint.com

U.S. Headquarters

800 Bridge Parkway
Redwood City, CA 94065
Tel: 800-429-4391 ; 650-628-2000
Fax: 650-654-4233
URL: <http://www.checkpoint.com>

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