
Service Level Agreement
Check Point **IAS D-Series** Appliance Support
Check Point Software Technologies Ltd.

This Service Level Agreement (“SLA”) is intended to identify the features and define the processes involved with the delivery of support by Check Point Software Technologies Ltd. (“Check Point”) for customers who have purchased and licensed from Check Point an IAS D-Series Appliance product (“Appliance”). This SLA provides for the repair and exchange service for the Appliance as set forth below for customers having current Appliance support (“Support”).

When initial contact for an Appliance issue is made with Check Point’s Technical Assistance Center (TAC), a Technical Representative or Web Service Request Tool will validate the support information and assign a Service Request (SR) number.

Following problem diagnosis, if it is determined under the Support process that on-site service is required, a service technician will be scheduled for service at the customer’s location.

Customer’s site address must be provided to Check Point in order for HW support to go into effect.

Some parts of the Appliance are designated as Customer Replaceable Units (“CRUs”). If the problem can be resolved with a CRU (e.g. keyboard, memory, hard disk drive); a CRU will be shipped to the customer for customer installation.

If the problem cannot be resolved over the telephone or electronically, through the application of a hotfix or update, or with a CRU, a determination will be made under the Support process either to 1) repair the unit to make it function as warranted, or 2) replaced it with one that is at least functionally equivalent.

Service Levels

The specified service level may not be available in all worldwide locations.

After TAC determines that a hardware issue is related to a malfunction of one of the Appliance components, a repair action plan will be defined. Hardware related issues with D Series Appliances will be addressed by an on-site visit of a qualified technician. The technician will analyze the hardware problem on site and based on the technician’s analysis (together with TAC’s), will dispatch relevant parts for repair.

Premium/ Co-Premium* (4-Hour 24x7 Same Day)

Service is available 7X24 with a 4 hour response objective from the time Check Point’s TAC determines that a hardware issue is related to a malfunction of one of the Appliance components.

The parts might be available with the technician on site or will be dispatched from other locations using standard delivery methods and times as needed.

Premium On-site/ Co-Premium On-site* (6-Hour Call-to-Repair)

Engineer arrives on site within 4 hours from the time Check Point’s TAC determines that a hardware issue is related to a malfunction of one of the Appliance components.

Repairing or replacing components or entire units as necessary within 6 hours.

Unit/Part located at the local depot.

Service is available around-the-clock every day, including all holidays.

* Return Material Authorization (RMA) determination by Check Point’s Partners or Diamond Customers does not apply to IAS Appliances.

For IAS D-series support pricing, contact a Check Point representative or contact your channel partner.

