



Service Level Agreement
Check Point IAS M-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 M-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 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*.

Scheduling of replacement service will depend upon the following:

- 1) The time the request for service is received
- 2) The Appliance’s technology and redundancy
- 3) Availability of parts.

Service Levels

The specified service level may not be available in all worldwide locations. Response times are based on local standard business days and working hours. 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 M Series Appliances can 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. 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.

Standard/Co-Standard** (Next Business Day (NBD), 9X5) This support program is entitled to CRU (customer replaceable unit) and On-site service.

On-site Service is available Monday - Friday, except holidays, with a next business day response objective from RMA determination by Check Point’s TAC.

Premium/Co-Premium** (Same Day (SD), 24X7) This support program is entitled to CRU (customer replaceable unit) and On-site service.

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.

* In case TAC determines a need for full unit replacement, the unit will be shipped by overnight shipment (Standard) or Next Flight Out (Premium) from Check Point’s Integration facility on the West Coast of the US for Return Material Authorization determination completed by 15:00 hub time; otherwise shipment will occur next business day with delivery target extended by one day.

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

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