



## **Basic Support Service Program**

Coverage for A10 Networks products under the Basic Support Service Program are described below. Please refer to the current Official Price List for Annual Support & Services fees.

### **Phone Support – 1, 2 and 3 year terms from date of purchase**

For the duration of the term purchased, phone support is offered 5 days per week between the hours of 8:30 a.m. to 5:30 p.m., except holidays (Pacific Time, Monday through Friday). Calls left after hours will be returned the next business day. Access to Technical Support under the Basic Support Service Program period is on a commercially reasonable basis and A10 Networks will make every reasonable effort to provide fast and efficient service.

Customers MUST register their A10 products and support programs to obtain technical support from A10 Networks. Contact A10 Networks Technical Support at +1 (408) 325-8676 or +1 (888) TACS-A10 for North America toll free access.

### **Software Updates - 1, 2 and 3 year terms from date of purchase**

Software Updates for system software and Software Products released by A10 Networks are provided for the duration of the Basic Support Service Program purchased by contacting A10 Networks Technical Support. System Software Updates include applicable minor releases (e.g. Release 1.1.0 to 1.2.0) to the A10 Networks family of products as well as major feature releases (e.g. Release 1.x to 2.0). Customer must have access to the Internet for Web Browser or FTP downloads as directed by Technical Support.

Customers MUST register their A10 products and support programs to obtain software updates from A10 Networks.

### **Advanced Hardware Replacement Service – 30 days from date of purchase**

In the event of a hardware system failure, during the first 30 days from date of purchase, Advanced Hardware Replacement allows the customer to request that a replacement unit be shipped prior to the return of the failed unit. This service requires a Phone Support evaluation of the failed system by Technical Support personnel, and the issuance of a Technical Support RMA (Return Material Authorization) number. RMAs issued by 12:00 (noon) Pacific Time will be shipped via overnight carrier that same day whenever possible. RMAs issued after 12:00 p.m. will be shipped the following business day. A10 Networks must receive the failed unit within 14 days after issuance of the RMA to avoid replacement charges, billed at the then current list price of the unit including installed options. Saturday delivery service is available for an extra charge.

### **Hardware Repair Service - 1, 2 and 3 year terms from date of purchase**

In the event of a hardware system failure during the period of the Basic Support Service Program purchased, the unit will be either repaired or at A10 Networks' option or replaced with a new or reconditioned unit of equal or better value. This service requires a Phone Support evaluation of the failed system by an A10 Networks Technical Support personnel, and the issuance of a Technical Support RMA number. The Customer must ship the failed unit, pre-paid, to A10 Networks. The RMA number must be clearly indicated on the box and shipping papers. Failure to do so will result in delays. A repaired or replacement unit will be shipped at A10 Networks' expense within 3 business days after receipt of the failed unit.

## Contact Us

For more information, please contact your A10 Networks sales representative. You can also visit our website at [www.a10networks.com](http://www.a10networks.com) or call us at +1 (408) 325-8668 or +1(888) A10-6363 (North America toll free).

The terms and conditions governing your warranty on A10 Networks products are located on the [warranty page](#) (see below). Such terms and conditions supersede all other terms, unless otherwise agreed by A10 Networks.



## **A10 Networks Warranty Page**

### **Limited Warranty**

#### **Limited Hardware Warranty**

A10 Networks, Inc. ("A10") provides a Standard 90 (ninety) Day limited product hardware warranty to purchasers of A10 products, unless a Support Service Program has been purchased. A10 warrants that the product hardware will be free from defects in materials and workmanship that result in a material deviation from the applicable published A10 technical specifications ("Hardware System Failure"). Upon a Hardware System Failure, A10 will repair or replace such product hardware within 3 working days of its receipt of the failed hardware, if in advance of its receipt, such hardware (1) was evaluated by A10 Technical Support in person or via telephone, and (2) received a Technical Support RMA number from A10. Further, the product hardware must be shipped, shipment pre-paid, to A10, and the RMA number must be clearly indicated on the shipping box and papers.

#### **Limited Software Warranty**

A10 provides a Standard 90 (ninety) day limited software warranty to licensees of A10 software accompanying A10 hardware or licensed separately, unless a Support Service Program has been purchased. A10 warrants that the media on which the software is delivered will be free of defects in material and workmanship for a period of ninety (90) days following delivery of the software to licensee. A10 warrants that the software, when used in accordance with the terms of the A10 software license, will operate substantially as set forth in the applicable A10 Documentation for a period of ninety (90) days following delivery of the software to licensee. Purchasing a Support Service Program will extend the Limited Standard Software Warranty to the length of the Support Service Program purchased.

#### **Warranty Limitations**

A10's warranties as set forth herein ("Warranty") are contingent on proper use of the A10 hardware and software ("Products") and do not apply if the Products have been modified without A10's written approval, or if the Products' serial number label is removed, or if the Product has been damaged. The terms of the Warranty are limited to the remedies as set forth in this Warranty.

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