

# Arbor Support & Maintenance Guide

A comprehensive guide to direct, global customer support for Arbor products

Document No. ASMG\_EN\_10.2018

**NETSCOUT.**

## About Arbor Networks

Arbor Networks, Inc. helps secure the world's largest enterprise and service provider networks from DDoS attacks and advanced threats. Arbor is one of the world's leading providers of DDoS protection in the enterprise, carrier and mobile market segments. Arbor's advanced threat solutions deliver comprehensive network visibility through a combination of packet capture and NetFlow technology, enabling the rapid detection and mitigation of malware and malicious insiders.

Arbor also delivers market-leading analytics for dynamic incident response, historical analysis, visualization and forensics. Arbor strives to be a "force multiplier," making network and security teams the experts. Our goal is to provide a richer picture into networks and more security context—so customers can solve problems faster and help reduce the risk to their business.

To learn more about Arbor products and services, please visit <https://www.netscout.com/arbor>.

©2018 Arbor Networks, Inc. All rights reserved.

## Contents

About this Guide.....	4
Arbor Standard Warranty and Support & Maintenance .....	4
Arbor Standard Warranty.....	4
Arbor Support & Maintenance .....	4
Introducing the Arbor Technical Assistance Center.....	5
Reporting a Problem .....	6
Preparing for Your Call .....	6
Opening and Tracking Service Requests .....	6
Online Support Resources .....	8
Software Updates.....	8
Event Management Guidelines—Arbor Products .....	9
Severity Classifications—Arbor Products .....	9
Event Management Schedule—Arbor Products.....	9
Event Management Guidelines—Arbor Feed Service .....	10
Severity Classifications—Arbor Feed Service .....	10
Event Management Schedule—Arbor Feed Service.....	10
Internal Escalation Schedule.....	11
Return Material Authorization (RMA) Replacement and Return Policies for Advanced Hardware Replacement .....	11
Shipping Policies .....	12
Return Policy .....	12
Special Hong Kong Requirement for RMAs .....	12
RMA Procedures for Advanced Hardware Replacement .....	13
Requesting an RMA .....	13
Shipping and Handling the Returned Device .....	14
Sales and Account Services .....	15
Billing Inquiries.....	15
Orders and Contract Renewals .....	15
Additional Services.....	16
Quick Reference Guide to Support.....	18
Contacting the Arbor Technical Assistance Center.....	18
What to Expect When Contacting the Arbor Technical Assistance Center.....	19

## About this Guide

This Arbor Support and Maintenance Guide (“**Guide**”) describes the terms and conditions under which Arbor will provide post-sales technical support services and return material authorization (RMA) support for certain specified Arbor products for the period of time that support has been purchased from Arbor or from an Arbor authorized reseller or distributor (“**Support Term**”).

Your use of Arbor products remains subject to the terms of the agreement under which the Arbor product was originally purchased from Arbor or from an Arbor authorized reseller or distributor (“**Agreement**”). The terms of the Agreement shall apply to the delivery of support under this Guide, including for the avoidance of doubt, any disclaimers of warranties, limitations of liability and other applicable provisions.

Arbor reserves the right to amend or change this Guide at any time; however, any such changes will not result in a material reduction in the level of services provided for a product during the support period for which fees for technical support have been paid.

The latest version of this Guide supersedes all previous versions. The latest version of this Guide is available at [https://support.arbornetworks.com/app/answers/detail/a\\_id/1567](https://support.arbornetworks.com/app/answers/detail/a_id/1567).

The document number displayed on the title page indicates the version.

## Arbor Standard Warranty and Support & Maintenance

The Arbor Standard Warranty provides standard coverage for your newly purchased Arbor product. Arbor Support & Maintenance provides the underlying support structure to help maximize the return on your investment.

### Arbor Standard Warranty

The Arbor Standard Warranty provided with each newly purchased Arbor product, unless your Agreement expressly states otherwise, entitles you to the following services for that product during the period of ninety (90) days from either (i) the original date of shipment, or (ii) from the date it is first made available to You for download or access (the “**Standard Warranty Period**”). If, during the Standard Warranty Period, the Arbor product you licensed fails to substantially perform in compliance with the user manuals accompanying the product, and you notify Arbor pursuant to the terms of the Agreement, corrective action taken by Arbor may include the following

- Bug fixes if necessary to make the product substantially perform in compliance with the user manuals accompanying the Arbor product
- Advanced Hardware Replacement as described below.
- If Arbor determines that the Product is to be returned for repair or replacement, then Arbor will use good faith efforts to do so within 10 days of Arbor’s receipt of the defective product.

### Arbor Support & Maintenance

Arbor Support & Maintenance services are required to maximize the long-term value of your Arbor products. During a Support Term, Arbor provides the following services:

- **Arbor Technical Assistance Center (ATAC):** Access to a Customer Support Specialist and engineering support.

- **ATAC online support resources**, including privileged access to the latest software and documentation updates, the Arbor Knowledge Base, the Arbor Security Academy, and online service request (SR) support.
- **Advanced Hardware Replacement:** Expected shipment date to be on or before the third business day from the USA after ATAC has determined that a hardware replacement is the next course of action to resolve the service request. Failures experienced outside of the Standard Warranty Period for hardware replacement determined by ATAC to be provided will be fulfilled with replacements of like kind and quality (recertified equipment).
- **Repair and Return:** Equipment covered under Tier 3 DISTI support are provided with Repair and Return RMAs. Expected shipment date to be 30 days from date equipment is received at Arbor Headquarters.

Damage attributable to abuse of the Product does not qualify for Arbor Support & Maintenance services. Arbor reserves the right to determine if the cause of failure or out of specification performance is due to abuse of the Product. Should Arbor determine that the Product failure is due to abuse, any applicable warranty or support service coverage will be immediately voided for that Product.

## Introducing the Arbor Technical Assistance Center

The Arbor Technical Assistance Center (ATAC) is your primary point of contact with Arbor for all service and technical assistance issues.

ATAC provides access to a 7 x 24, follow-the sun service model. ATAC investigates and resolves service requests (SRs) around-the-clock in each of the following service centers:

- Burlington, Massachusetts
- Ann Arbor, Michigan
- Bangalore, India

Each service center is equipped with a local technical support lab containing Arbor appliances and third-party equipment for issue replication and traffic simulation.

The ATAC team handles event management within Arbor until your service request is resolved. The ATAC team consists of:

- **Customer Support Specialists:** Your central contact for general queries, administrative changes and ongoing issues.
- **Technical Support Engineers:** A Technical Support Engineer teams up with your Customer Support Specialist to resolve or escalate your technical issues.
- **Senior Technical Support Engineers:** A Senior Technical Support Engineer deals with highly complex issues and works closely with your Customer Support Specialist and Technical Support Engineer to resolve such issues.

If ATAC is unable to resolve your issue after the initial troubleshooting phase, the issue is escalated for assistance to the Arbor Product Development team; however, ATAC continues to manage the issue, remains your principal point of contact, and provides you with status updates until resolution.

## Reporting a Problem

When you require assistance with your Arbor solution, Arbor offers the following convenient ways to contact the ATAC team:

### *Telephone*

Always telephone ATAC for matters requiring urgent attention.

- Toll free USA: +1 877 ARBOR A1 (1 877 272 6721)
- International: +1 781 362 4300

### *Web*

For non-urgent matters, customers are encouraged to reference the Arbor product documentation, query the knowledge base (KB), and [submit a service request \(https://support.arbornetworks.com/app/ask\)](https://support.arbornetworks.com/app/ask).

Web access requires a valid ATAC account. See “

Online Support Resources" on page 8 for instructions.

## Preparing for Your Call

Outlined below are a few steps you can take to make your contact with ATAC more effective. The more detail you can provide about an issue, the quicker the ATAC team can troubleshoot and resolve the issue.

If you are calling about a new issue, be prepared to provide:

- The license or serial number(s), and configuration of the affected Arbor appliances.
- The results of any troubleshooting measures you may have already undertaken.
- As many other details about the issue as possible, including any coexisting issues you may be experiencing on your network.

If you are calling about an existing issue, be prepared to provide:

- Your previously assigned Arbor service request number.
- Any additional details about your service request since you last contacted ATAC.

## Opening and Tracking Service Requests

All customer interactions that require action by ATAC are logged into a database-driven workflow and tracking system. The record created in this system is called a service request. When you call ATAC to report an issue or request a service, ATAC opens a service request (SR) containing all available pertinent information, assigns it a priority, and gives it a tracking number that allows you and the ATAC staff to quickly identify the SR and track its status.

Among other information, SRs contain:

- Name of the customer requesting the service request
- Description of the event or request
- Tracking number
- Severity of issue
- Date the SR was opened and time the problem began
- Current status and steps taken to resolve the problem

As ATAC and other Arbor support staff address each service request, its current status is updated in the service request tracking system. Throughout the process, you receive periodic email notifications regarding the status of your SR. For simple issues, you may only receive notice that a service request has been opened and later that the issue has been resolved or that the request was fulfilled. For more complicated issues, you may receive several status updates from ATAC. Some updates may contain requests for further information.

Your Customer Support Specialist provides you with your service request tracking number. Please reference this number whenever you contact ATAC regarding the status of your service request.

Arbor requires permission to access the affected system to investigate and troubleshoot issues.

Arbor also requires permission to make changes and install software patches or upgrades.

## Online Support Resources

The ATAC Customer Portal at <https://support.arbornetworks.com/> provides you with convenient, secure access to a growing number of useful resources, including software, user guides, technical documentation, frequently asked questions and other product support information.

During a Support Term, you may request an Arbor Customer Portal account at [https://support.arbornetworks.com/app/account/account\\_request](https://support.arbornetworks.com/app/account/account_request). To validate your request, you will be prompted for a contract ID, or the serial number of your Arbor appliance, in addition to your contact information. If you have any questions or problems requesting an ATAC support account, please telephone ATAC.

### *Telephone*

- Toll free USA: +1 877 ARBOR A1 (1 877 272 6721)
- International: +1 781 362 4300

Arbor is committed to continually developing the ATAC Customer Portal to provide you with the most comprehensive menu of content and tools. Arbor will alert you to new features and functionality as they are implemented.

## Software Updates

During a Support Term, You are entitled to receive all generally released software updates to the Arbor software for which you have purchased support from Arbor or an Arbor authorized reseller or distributor. The foregoing right shall not include any options, upgrades or future products which Arbor may charge for as a separate product.

Whenever Arbor releases a software update for your Arbor software, you are notified via email based on the contact details provided to ATAC. To receive these emails, it is important that you keep your contact information up-to-date with ATAC. Most contact details can be updated on the [Edit My Profile](https://support.arbornetworks.com/app/account/profile) (<https://support.arbornetworks.com/app/account/profile>) page. If you need to change your username or email address, please send an email to ATAC detailing the request.

During a Support Term, you can access all new generally released product updates for which you are entitled by logging onto the ATAC Customer Portal and clicking Software Downloads. The upgrade instructions, release notes, and documentation that accompany the updates are also available on the ATAC Customer Portal.

As part of problem resolution, Arbor may offer a hotfix/hand patch to resolve Severity 1 and Severity 2 issues. These will be considered for Service Impacting software issues for which a workaround is not available, or a fix is not currently available via a maintenance release. If the fix is available via a maintenance release, you will need to upgrade to that maintenance release to obtain the fix. This policy follows Arbor's Best Practice methodology to ensure any interdependencies are addressed within the maintenance release. Arbor's maintenance releases are bug fix only releases – they do not contain new features or functionality.

A hot fix/hand patch may only be made available for Generally Available releases that have not reached **End of Maintenance**. For currently supported releases, please refer to the [Arbor Product Lifecycle Policy](https://support.arbornetworks.com/app/answers/detail/a_id/2040) ([https://support.arbornetworks.com/app/answers/detail/a\\_id/2040](https://support.arbornetworks.com/app/answers/detail/a_id/2040)).



Hotfix/hand patch availability is at Arbor's discretion - depending on the complexity and risks associated with resolving the issue via these means.

All software updates provided to you will be deemed part of the Arbor product licensed to you and will be under the terms and conditions of the Agreement.

## Event Management Guidelines—Arbor Products

Arbor's event management guidelines provide a framework for internal/external notification and issue-resolution activities for events you identify.

Arbor's event management process involves:

- Remote detection, diagnosis and event-resolution systems and processes.
- Escalation procedures that ensure the efficient engagement and coordination of technical support resources to facilitate prompt event resolution.
- Coordination of the return-and-repair process for hardware issues.

All customer-reported issues and requests are assigned a service request (SR) number and are maintained in Arbor's SR database (see "Opening and Tracking Service Requests" on page 6). The SR numbers are used to identify and track issues as they move through the issue-resolution process.

## Severity Classifications—Arbor Products

To effectively manage its support team resources, Arbor has established a classification scheme for service requests (SRs) based on the severity of the issue. The severity classifications help Arbor categorize and prioritize SRs involving your Arbor products. The severity level can be upgraded or downgraded as more information is obtained. The following is a brief overview of Arbor's SR severity classification:

- **Severity 1:** Emergency event in which the entire solution is "down hard" (i.e., a complete loss of connectivity with all appliances).
- **Severity 2:** Event in which a single appliance is down and causing a significant business impact to the customer's service, or in which multiple appliances are experiencing degraded performance.
- **Severity 3:** Event in which an individual appliance is experiencing degraded service, a minor bug or intermittent problems (i.e., an intermittent connectivity with a single appliance or non-business affecting issue with the Web-based interface).
- **Severity 4:** Request for support, consultation or information (e.g., maintenance activity tracking, informational request, or customer configuration change request). There is little or no impact to the customer's business operation.

## Event Management Schedule—Arbor Products

The events used to establish the Arbor SR-handling schedule are defined as follows:

- **Status Update Interval:** Estimated frequency of communication updates so that you may be informed of our progress toward a resolution of the issue. The SR is updated as new information is available (such as the cause of the problem is known, or the resolution time can be estimated) and/or as recommended.
- **Problem Resolution:** Average time goal for isolating a problem and proposing a solution or workaround, excluding time an SR is held waiting for customer information.

The severity determines the goal for each SR, as follows:

Severity	Status Update Interval	Problem Resolution Goal
1	Hourly	4 hours
2	4 hours	8 hours
3	24 hours or next business day	48-to-72+ hours
4	48+ hours	72+ hours

## Event Management Guidelines—Arbor Feed Service

The Arbor Feed Service event management guidelines provide a framework for internal/external notification and issue-resolution activities for events you identify.

Arbor offers a set of unparalleled, privileged feeds (the “Arbor Feed Service”) along with its product offerings. This includes ATLAS—the world’s first and largest globally scoped threat analysis network. Its massive data set uniquely positions us to use the ATLAS Intelligence Feed (AIF) to deliver real time actionable intelligence about botnets, malware, DDoS and other exploits threatening your network infrastructure and services. These Event Management Guidelines apply to the extent the Arbor products you have purchased, and which are covered by the Support Term include AIF.

Always telephone ATAC for matters requiring urgent attention. If at any time additional impact is seen to the customer’s Arbor products and services, please call Arbor Support immediately to assist you. ATAC will engage the proper internal resources to address the issue according to the Arbor Feed Service Event Management Schedule and Internal Escalation Schedule.

### Severity Classifications—Arbor Feed Service

The Arbor product continues to remain up and available for use even if a feed is encountering issues. The Arbor product will continue to provide protection against threats utilizing the last valid signature or rule set from the feed. Therefore, the severity classifications designated for issues and questions about the Arbor Feed Service are as follows:

- **Severity 3** (Minor function down): The Arbor Feed Service is unavailable or is in a degraded state.
- **Severity 4** (Request for information): The Arbor Feed Service is up and available, but there is a question about the feed content.

### Event Management Schedule—Arbor Feed Service

The events used to establish the Arbor SR-handling schedule are defined as follows:

- **Status Update Interval:** Estimated frequency of SR updates so that you may be informed of our progress toward a resolution of the issue. The SR is updated as new information is available (such as the cause of the problem or estimated time to repair) and/or as recommended.
- **Problem Resolution:** Average time goal to isolate a problem and propose a resolution.

The severity determines the goal for each respective SR, as follows:

Severity	Status Update Interval	Problem Resolution Goal
3	24 hours or next business day	48-to-72+ hours
4	48+ hours	72+ hours

## Internal Escalation Schedule

The chart below defines Arbor’s internal notification process for heightening awareness of an issue and engaging the proper resources to address it.

Stage	Internal Escalation Action			
	Severity 1	Severity 2	Severity 3	Severity 4
Stage 1: Customer Support Specialist	Response within 15 minutes after receipt of phone call or email from customer	Response within 15 minutes after receipt of phone call or email from customer	1-2 hour response and investigation after receipt of phone call or email from customer	2-3 hour response and investigation after receipt of phone call or email from customer
Stage 2: Technical Support Engineer	15 minutes: Notification by Customer Support Specialist	30 minutes: Notification by Customer Support Specialist	4 hours: Email notification by Customer Support Specialist	8 hours: Email notification by Customer Support Specialist
Stage 3: Senior Technical Support Engineer	30 minutes: Notification by Technical Support Engineer	4 hours: Notification by Technical Support Engineer	8 hours: Email notification by Technical Support Engineer	24 hours: Email notification by Technical Support Engineer
Stage 4: Technical Support Manager	1 hour: Notification by Senior Technical Support Engineer	4 hours: Notification by Senior Technical Support Engineer	8 hours: Notification by Senior Technical Support Engineer	24 hours: Notification by Senior Technical Support Engineer
Stage 5: Technical Support Director	4 hours: Notification by Technical Support Manager	8 hours: Notification by Technical Support Manager	24 hours: Email notification by Technical Support Manager	N/A
Stage 6: VP, Global Customer Support	8 hours: Notification by Technical Support Director	24 hours: Email notification by Technical Support Director	N/A	N/A

## Return Material Authorization (RMA) Replacement and Return Policies for Advanced Hardware Replacement

It is important to keep your Arbor products under a current Support Term. Prior to the handling of each case and shipment of a Return Material Authorization (RMA), the status of the Arbor Support Term for the affected equipment is reviewed. If it is not current, replacement hardware will not be shipped.

Arbor provides a like-for-like RMA (which may be a refurbished unit) for any Arbor appliance or component if all of the following conditions are met:

1. The product is under warranty, as specified in the applicable Agreement, or is covered under a current Arbor Support Term.
2. Arbor determines the product is defective.
3. You provide the information Arbor requires for an RMA.

**Note:** If a brand new appliance is considered DOA (Dead on Arrival) by ATAC, it will be replaced with a brand new appliance (not refurbished) within Arbor's Standard Warranty Period. A brand new appliance will only be provided within this initial warranty period.

An RMA consists of a tracking number provided by Arbor and associated documentation that authorizes equipment to be returned to the Arbor RMA location. To minimize downtime, we have a goal of shipping the replacement on or before the third business day from the USA after we authorize the return of the defective product.

RMA appliances are shipped from Arbor WITHOUT AN ACTIVE LICENSE. When you receive an RMA replacement onsite, please contact ATAC to receive a new license for the RMA prior to installing it in production.

Prior to returning defective Products to Arbor for repair or replacement, you must remove any confidential, proprietary or personal information. Arbor is not responsible for any of your confidential, proprietary or personal information or removal thereof; lost or corrupted data, or damaged or lost removeable media.

### Shipping Policies

All RMA appliances ship directly from Arbor's Manufacturing Facility in Burlington, MA. Standard carrier express service does not offer overnight internationally.

If our standard, shipment and delivery (S&D) policy does not meet your requirement, you may issue a request to the Arbor Technical Assistance Center (ATAC) for an expedited S&D. An expedited S&D is subject to a premium charge. The pricing and terms of the expedited S&D depend on the circumstances of the request, such as the location of the destination, time requirements of the request, and the availability of expedited S&D services. Arbor will review the request and inform you of the charge associated with your specific S&D requirement at that time. To obtain the expedited S&D, you must authorize and accept responsibility for the charge in writing. To avoid this expense and mitigate outages and single points of failure incurred until your RMA replacement is delivered, please contact your Arbor Account Manager for information about our nominal sparing programs before an emergency occurs.

### Return Policy

If Arbor does not receive the defective product within 30 days after the replacement leaves Arbor, the customer or reseller (as applicable) will be invoiced for the list price of the replacement.

### Special Hong Kong Requirement for RMAs

We must have a copy of the import license from you prior to submitting an RMA request. In some cases, an import license may not be required to import replacement product, in which case you will need to provide a written statement from the Hong Kong government stating that it is not required.

## RMA Procedures for Advanced Hardware Replacement

In the event of a solution or appliance failure, ATAC assists you remotely to identify the failed item. Once your Customer Support Specialist confirms an Arbor solution or appliance is the cause of the issue, you may request its replacement.

The following RMA policies are designed to ensure that we get the equipment to you in the most efficient manner possible.

### Requesting an RMA

All returns must be authorized by Arbor and indicate the RMA number. To expedite processing, we recommend that you [submit a service request \(https://support.arbornetworks.com/app/ask\)](https://support.arbornetworks.com/app/ask) for an RMA. Alternatively, you may use one of the following telephone nos. to request an RMA:

- (877) 272 6721 (toll free USA)
- (781) 362 4300 (international)

When requesting the RMA, please provide the following information about the equipment to be returned:

- Serial number of equipment being returned.
- Reason for returning equipment<sup>1</sup>
- Product software version and installed patches (if any)
- Syslog data if it can be obtained

We use the syslog data as a reference to duplicate the software and hardware configuration in the replacement product before we ship it.

The following sections describe the requirements for the “Ship To” and “Bill To” information required for an RMA.

#### ***“Ship To” Fields Must Identify Destination and Contact***

The “Ship To” information must specify the exact company name and destination address of the Datacenter or Office to deliver the replacement product. You must also provide the full name, telephone phone and email address of a “Ship To” contact. The contact information is required so that the carrier delivering the replacement product can notify someone local on-site if the carrier cannot access the building.

We advise that you notify the “Ship To” contact of the expected delivery of the replacement product. We will provide the “Ship To” contact with the carrier tracking no. of the replacement product.

#### ***“Ship To Final Destination” Fields Must Identify Final-Destination and Contact***

The “Ship To Final Destination” information must specify the exact company name and final destination address of the Datacenter or Office to deliver the replacement product. You must also provide the full name, telephone phone and email address of a “Final-Destination” contact. This information is required for compliance purposes. If the “Ship To Final Destination” information is the same as the “Ship To” information, you may indicate it is the same.

#### ***“Bill To” Fields Must Identify Importer of Record for International Shipments Except for E.U.***

An RMA requires a “Bill To” entity for all international shipments except those in the European Union.

---

<sup>1</sup> The RMA is not issued if the reason for returning the equipment is not provided.

The Bill To information identifies the Importer of Record (IOR). The carrier that receives the replacement product in-country notifies the IOR of payment due for all applicable government duties, taxes, brokerage fees, and customs clearance charges. The carrier normally requires payment of these charges before scheduling the delivery of the replacement product. Thus, the IOR identified in the Bill To field must agree to pay these charges in order for the product to be delivered.

You must specify the exact company name and physical address of the entity registered as the IOR. The IOR must be located in the same country as the "Ship To" location. You must also provide the full name, telephone and email address of an IOR contact.

We advise that you provide advance notification of the shipment to the IOR in order to expedite delivery of your replacement product.

It is the responsibility of the IOR to handle importation and VAT return filing with the local authorities to seek reimbursement for IOR expenses.

Completion of separate "Bill To" contact information is not needed in the following cases:

- U.S. RMAs — "Bill To" contact information is for international shipments only, so it is not requested for U.S. returns.
- E.U. RMAs — To expedite delivery, Arbor ships the product via UPS World Ease, pays the E.U. import fee, and invoices you for reimbursement. The registered entity (owner of the VAT number) in the destination country claims the import on their VAT return with the local authorities, so the "Bill To" information is not needed for E.U. returns.
- UK Exception — The VAT number and "Bill To" are only for import purposes within the UK to fulfill requirements to report the products you are receiving to the UK authorities. You will not receive an invoice in response to this "Bill To" information from Arbor.
- "Bill To" and "Ship To" are the same — RMA requests must indicate the "Bill To" address is the same as the "Ship To" address if the same contact information applies to both entities for international shipments. In this case, the "Ship To" entity must assume all responsibilities of the IOR.

## Shipping and Handling the Returned Device

The person designated as the shipping contact will receive an email with the RMA no., a description of the shipment, and a PDF with return shipping instructions.

Once an RMA has been issued, you have 30 days to return the affected equipment. This notice is included in the confirmation of the RMA that is sent to you on the date of issuance. If the equipment is not returned within the specified timeframe, the RMA is transitioned into a purchase of equipment for which the customer will be invoiced. The customer must issue a purchase order for the specified equipment.

Package the equipment securely using an Arbor shipping box and materials (or the equivalent). Follow the guidelines below.

- One appliance per box.
- Box is rated for the weight of equipment being shipped.
- Box contains sufficient packing material to prevent damage to the equipment during transit.

It is important that proper handling and packaging practices are used when returning hardware to Arbor. If the hardware is damaged during shipment due to poor packaging, the sender is charged for the cost of the damaged unit.

Ship the equipment to one of the following Arbor Networks facilities, depending on the location.

Arbor Networks, Inc.  
76 Blanchard Road  
Burlington, MA 01803 USA

UPS SCS UK LTD  
c/o Arbor Networks UK, Ltd.  
Crosspoint Business Park  
Walsgrave, Coventry, UK CV2 2SY

The customer or the reseller (as applicable) is responsible for coordinating the pickup of the product to be returned to Arbor and for the shipping costs and insurance of the returned product. When insuring the shipment, use the value of the product specified in the RMA.

The carrier sends an email with tracking information to the shipping contact after the package has been picked up and processed. If Arbor does not receive the returned equipment within 30 days after the replacement is shipped, the customer must obtain and provide tracking information from the shipper (e.g., Fed Ex, UPS) showing proof of delivery to Arbor.

### **Unauthorized Returns**

*All equipment returned to Arbor must follow the RMA process. Any equipment received by Arbor without an RMA no. is returned to the sender at the sender's expense.*

*Please refer to the previous sections for instructions.*

## **Sales and Account Services**

### **Billing Inquiries**

If you have questions about your Arbor invoice, please email them to ar@arbor.net or phone +1 866 212 7267 (toll free USA) or +1 781 362 4300 (international), and request to be transferred to the Arbor billing department.

### **Orders and Contract Renewals**

To place an order, check the status of an existing order, or renew your existing Support Term, contact your account manager. If you do not have direct contact information for your account manager, please call +1 866 212 7267 (toll free USA) or +1 781 362 4300 (international) and you will be connected with your representative.



## Additional Services

Arbor Networks offers additional services that may be purchased by our customers, including implementation and staging, and an on-site support option.

Such additional services may include the following:

- **Arbor Cloud Service:** Service implementation and provisioning of “Cloud Signaling™” to automatically reroute attack traffic to distributed, global, Arbor Cloud scrubbing centers to provide traffic cleaning services to mitigate large volumetric DDoS attacks that could otherwise overwhelm internet-facing circuits and local protection.
- **Arbor Managed Service:** Comprehensive DDoS solution that provides 7x24x365 DDoS protection and network availability with minimal time and commitment from your personnel. It provides tuning and configuration services to properly prepare your business before a DDoS attack; on-premise attack mitigation by industry experts to quickly stop DDoS attacks in progress; support “Cloud Signaling™” to automatically reroute attack traffic to distributed, global, Arbor Cloud or 3<sup>rd</sup> Party scrubbing centers to mitigate large volumetric DDoS attacks; comprehensive post mortem reports, consultation and policy tuning to understand and prepare for future attacks; and remote, general management of your on-premise Arbor appliance, ensuring product is up to date, running properly and armed with the latest Arbor threat intelligence.
- **Arbor Product Implementation Service:** An Arbor engineer will analyze your network, install and configure your Arbor solution, and provide post-implementation administrator knowledge transfer.
- **Arbor Product Staging Service:** An Arbor engineer will stage and pre-configure your solution for self-installation and remote setup. Remote deployment support from a dedicated Systems Engineer is included.
- **Arbor Dedicated Support Engineer:** An Arbor dedicated Support Engineer is your main contact for all technical aspects related to Arbor Networks’ products.
- **Arbor Resident Support Engineer:** Integrating as a member of your operations or engineering staff, an Arbor Resident Support Engineer acts as a direct, on-site support resource for all technical aspects related to the Arbor Networks’ products.

To learn more or to purchase these additional services, please contact your Arbor account manager.

### Warranty / Limitation of Liability

Arbor warrants that the Arbor Support & Maintenance services provided to you during a Support Term will be performed in a good and workmanlike manner. Your sole and exclusive remedy for breach of this warranty will be for Arbor to re-perform the Arbor Support & Maintenance services at no expense to you provided you notify Arbor in writing of such breach within thirty (30) days of its occurrence. EXCEPT FOR THE FOREGOING WARRANTY, ARBOR MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, RELATED TO THE SERVICES PROVIDED BY ARBOR HEREUNDER. THE LIMITATION OF LIABILITY PROVISIONS OF THE AGREEMENT APPLY TO THE SERVICES PROVIDED BY ARBOR HEREUNDER.

### Service Availability

It may become necessary for Arbor to announce an end of maintenance date for its Products either as part of Arbor’s product lifecycle or if a vendor retires support for its product or the relationship with the vendor is terminated, or for any other reason determined by Arbor, in its sole discretion. Arbor shall not be obligated to provide any Arbor Support & Maintenance services beyond the end of maintenance service date.



## Limitations

Arbor is not obligated to provide Software updates containing additional features and enhancements other than defect corrections, or to provide Arbor Support & Maintenance services beyond (i) twelve months after its general release, or (ii) one release behind the currently shipping release. Arbor is not liable for delays caused by third parties. Geographical restrictions or limitations may apply to the Arbor Support & Maintenance services described herein and such services may not be available in all areas. Onsite repair may be provided by a third party and subject to parts availability. Arbor is not obligated to provide services with respect to claims resulting from (i) the fault or negligence of customer or a third party; (ii) improper or unauthorized use of the Products; (iii) repair of Products by a party other than Arbor or its authorized contractor; (iv) a force majeure event and any causes external to the Product such as a power failure or electric power surge; (v) modification to factory default configurations; or (vi) use of the Products in combination with equipment or software not supplied by Arbor or recommended in the Product user manuals supplied by Arbor.

## Quick Reference Guide to Support

You may wish to remove or photocopy this page and keep it handy for quick reference. It presents useful information and tips for contacting Arbor Networks in the event you should require assistance.

### Contacting the Arbor Technical Assistance Center

Always phone ATAC for matters requiring urgent attention.

For non-urgent matters, customers are encouraged to contact ATAC via the service request tool on the ATAC Customer Portal. Answers to frequently asked questions and complete technical documentation for Arbor solutions are available online at the ATAC Customer Portal.

#### *Telephone*

+1 877 ARBOR A1 (1 877 272 6721) toll free USA

or +1 781 362 4300 (international)

#### *Web*

ATAC Customer Portal: <https://support.arbornetworks.com>

Web access requires an ATAC account. See

Online Support Resources on page 8 for instructions to obtain an ATAC account.

### **What to Expect When Contacting the Arbor Technical Assistance Center**

ATAC is staffed 24 x 7 x 365.

Your Customer Support Specialist works with you to obtain as much troubleshooting information as possible, opens and prioritizes a service request (SR), then proceeds with additional troubleshooting, fault-isolation and repair activities as necessary. For complex events, ATAC may need to escalate your SR to an engineer in Arbor's product engineering organization. The ATAC team updates you on the status of your SR according to the Event Management Schedule.

#### Corporate Headquarters

76 Blanchard Road

Burlington, MA 01803 USA

Toll Free USA +1 866 212 7267

T +1 781 362 4300

#### North America Sales

Toll Free +1 855 773 9200

#### Europe

T +44 207 127 8147

#### Asia Pacific

T +65 68096226

<https://www.netscout.com/arbor>