



NETSCOUT Arbor Support & Maintenance Guide

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About this Guide

This NETSCOUT Arbor Support and Maintenance Guide (“Guide”) describes the terms and conditions under which NETSCOUT 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 NETSCOUT or from a NETSCOUT 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 NETSCOUT or from an NETSCOUT-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.

NETSCOUT 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. To view the Guide, log in to the Arbor Technical Assistance Center (ATAC) Customer Portal (<https://atacsupport.netscout.com>), click Knowledge Base, type **Arbor Support and Maintenance Guide** in the Search box, and click **Search**. Click the link to download the document.

The document number displayed in the Legal Notice section 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 NETSCOUT pursuant to the terms of the Agreement, corrective action taken by NETSCOUT 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 NETSCOUT determines that the Product is to be returned for repair or replacement, then NETSCOUT will use good faith efforts to do so within 10 days of NETSCOUT’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, NETSCOUT provides the following services:

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

Damage attributable to abuse of the Product does not qualify for Arbor Support & Maintenance services. NETSCOUT reserves the right to determine if the cause of failure or out of specification performance is due to abuse of the Product. Should NETSCOUT 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 NETSCOUT 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:

- Ann Arbor, Michigan
- Westford, Massachusetts
- 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 NETSCOUT 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 NETSCOUT 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, NETSCOUT 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 4301

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://atacsupport.netscout.com>).

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 NETSCOUT support staff address each service request, its current status is updated in the service request tracking system. Throughout the process, you will 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.

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

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

Online Support Resources

The ATAC Customer Portal at <https://atacsupport.netscout.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://atacsupport.netscout.com> and clicking **Request An Account**. 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 4301

NETSCOUT is committed to continually developing the ATAC Customer Portal to provide you with the most comprehensive menu of content and tools. NETSCOUT 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 NETSCOUT or a NETSCOUT-authorized reseller or distributor. The foregoing right shall not include any options, upgrades or future products which NETSCOUT may charge for as a separate product.

Whenever NETSCOUT 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 by logging in to the ATAC Customer Portal (<https://atacsupport.netscout.com/>), clicking **Welcome**, *your_name*, and clicking the **Edit My Profile** button on the *Account Overview* 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 available product updates for which you are entitled by logging in to 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, NETSCOUT 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 NETSCOUT'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*. To view the policy, log in to the ATAC Customer Portal (<https://atacsupport.netscout.com/>), click Knowledge Base, type **Arbor Product Lifecycle Policy** in the Search box, and click **Search**. Click the link to download the document.

Hotfix/hand patch availability is at NETSCOUT'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

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

NETSCOUT'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 NETSCOUT's SR database (see "[Opening and Tracking Service Requests](#)" on page 8). 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, NETSCOUT has established a classification scheme for service requests (SRs) based on the severity of the issue. The severity classifications help NETSCOUT 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 NETSCOUT's SR severity classification:

- **Severity 1:** Emergency event in which the entire solution is "down hard" (for example, 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 (for example, intermittent connectivity with a single appliance or a non-business affecting issue with the web-based interface).

- **Severity 4:** Request for support, consultation, or information (for example, 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 NETSCOUT 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.

NETSCOUT 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 ATAC 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 NETSCOUT 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.

Event Management Guidelines – Arbor Products

ATAC will provide technical support for all supported software packages supplied by NETSCOUT. The End User is responsible for any VM or AWS environments that reside on an End User platform including but not limited to network design, configuration, and implementation of those environments.

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 NETSCOUT'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

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.

NETSCOUT 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. NETSCOUT determines the product is defective.
3. You provide the information NETSCOUT 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 NETSCOUT and associated documentation that authorizes equipment to be returned to the NETSCOUT 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 NETSCOUT 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 NETSCOUT for repair or replacement, you must remove any confidential, proprietary, or personal information. NETSCOUT 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 NETSCOUT's Manufacturing Facility in Westford, 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. NETSCOUT 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 NETSCOUT Account Manager for information about our nominal sparing programs before an emergency occurs.

Return Policy

If NETSCOUT does not receive the defective product within 30 days after the replacement leaves NETSCOUT, 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.

Note: With the United Kingdom exit from the European Union, we have updated our Return Material Authorization (RMA) process. Please see the updated RMA information below to see how this may affect you or your subsidiaries. The significant change to the process is that the “Bill To” fields must clearly identify the importer of record for international shipments.

Requesting an RMA

All returns must be authorized by NETSCOUT and have an assigned RMA number. To expedite processing, we recommend that you submit a service request for an RMA. Alternatively, you may use one of the following telephone numbers to request an RMA:

- +1 (877) 272 6721 (toll free USA)
- +1 (781) 362 4301 (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
- Product software version and installed patches (if any) required on the replacement
- 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.
- A “Bill To” entity for all international shipments

The courier that receives the replacement product in-country notifies the Importer of Record (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 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, otherwise some carriers will refuse to deliver.

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

The IOR handles importation duty and VAT return filing with the local authority to allow reimbursement of IOR duties and/or taxes.

Completion of a 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.
- “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 number, a description of the shipment, and a PDF with return shipping instructions, if applicable.

Once an RMA has been shipped, 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 will be considered a purchase of equipment for which the customer will be invoiced. The customer will then need to issue a purchase order for the specified equipment.

It is important that proper handling and packaging practices are used when returning hardware to NETSCOUT. Package the equipment securely using a NETSCOUT shipping box and materials (or the equivalent) to ensure no damage occurs in transit. Follow the guidelines below:

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

If the hardware is damaged during shipment due to poor packaging, the sender will be charged for the cost of the damaged unit.

Ship the equipment to one of the following NETSCOUT facilities, depending on the location:

NETSCOUT Systems, Inc.
310 Littleton Rd.
Westford, MA 01886

M/s ProConnect Supply Chain Solution Limited
JSD Towers, 79 J N Road (100 Feet Road)
Chennai 600026, India

The customer or the reseller (as applicable) is responsible for coordinating the pickup of the product to be returned to NETSCOUT 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 NETSCOUT 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 (for example, Fed Ex, UPS) showing proof of delivery to NETSCOUT.

Unauthorized Returns

All equipment returned to NETSCOUT must follow the RMA process. Any equipment received by NETSCOUT without an RMA number will be rejected and returned to the sender at the sender’s expense. Please refer to the previous section for instructions.

Sales and Account Services

Billing Inquiries

If you have questions about your NETSCOUT invoice, please email them to AccountingOperations@thescout.onmicrosoft.com or phone +1 866 212 7267 (toll free USA) or +1 781 362 4300 (international), and request to be transferred to the NETSCOUT 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

NETSCOUT 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”. This service automatically reroutes attack traffic to distributed, global, Arbor Cloud scrubbing centers. They 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 the following 7x24x365 DDoS protection and network availability with minimal time and commitment from your personnel:
 - 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
 - Supports “Cloud Signaling” to automatically reroute attack traffic to distributed, global, Arbor Cloud or third-party scrubbing centers to mitigate large volumetric DDoS attacks
 - Comprehensive postmortem reports, consultation, and policy tuning to understand and prepare for future attacks
 - 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:** A NETSCOUT engineer will analyze your network, install and configure your Arbor solution, and provide post-implementation administrator knowledge transfer.
- **Arbor Product Staging Service:** A NETSCOUT engineer will stage and pre-configure your solution for self-installation and remote setup. Remote deployment support from a dedicated Systems Engineer is included.
- **NETSCOUT Dedicated Support Engineer:** A NETSCOUT Dedicated Support Engineer is your main contact for all technical aspects related to Arbor products.
- **NETSCOUT Resident Support Engineer:** Integrating as a member of your operations or engineering staff, a NETSCOUT Resident Support Engineer acts as a direct, on-site support resource for all technical aspects related to Arbor products.

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

Warranty / Limitation of Liability

NETSCOUT 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 NETSCOUT to re-perform the Arbor Support & Maintenance services at no expense to you provided you notify NETSCOUT in writing of such breach within thirty (30) days of its occurrence. EXCEPT FOR THE FOREGOING WARRANTY, NETSCOUT MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, RELATED TO THE SERVICES PROVIDED BY NETSCOUT HEREUNDER. THE LIMITATION OF LIABILITY PROVISIONS OF THE AGREEMENT APPLY TO THE SERVICES PROVIDED BY NETSCOUT HEREUNDER.

Service Availability

It may become necessary for NETSCOUT to announce an end of maintenance date for its products either as part of NETSCOUT'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 NETSCOUT, in its sole discretion. NETSCOUT shall not be obligated to provide any Arbor Support & Maintenance services beyond the end of maintenance service date.

Limitations

NETSCOUT 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. NETSCOUT 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. NETSCOUT 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 NETSCOUT 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 NETSCOUT or recommended in the Product user manuals supplied by NETSCOUT.

ATAC will provide technical support for all supported software packages supplied by NETSCOUT. The End User is responsible for any VM or AWS environments that reside on an End User platform, including but not limited to network design, configuration, and implementation of those environments.

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 NETSCOUT 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 4301 (international)

Web

ATAC Customer Portal: <https://atacsupport.netscout.com>

Web access requires an ATAC account. See [Online Support Resources on page 9](#) 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 NETSCOUT's product engineering organization. The ATAC team updates you on the status of your SR according to the Event Management Schedule.

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