Radware Certainty Support Guide

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Introduction

As a Radware® customer, we want to thank you for choosing our products and services. This *Certainty Support Guide* provides an overview of the Radware services, benefits, and guidelines necessary to obtain the most from your Radware product and the Radware Training program.

This guide replaces all prior versions of the *Certainty Support Guide*. Radware updates the content of the guide from time to time. The new version will automatically apply once you renew your product license.

Service Principles

Radware places a high priority on Customer Service and our customer's continuing satisfaction. Keeping this in mind, Radware has developed the following core service principles to guide our customer interactions:

- Designing the right solutions for our customers is our first priority. We listen carefully to the needs of each customer and design the most effective infrastructure possible to achieve business-smart networking within every customized environment.

- We will commit to what we can deliver and deliver on what we commit. We offer a highly trained global services organization to back our product line and to work closely with each and every customer to ensure the optimal operation of their network.

- In our dealings with customers, we will be friendly and courteous and share in the customer's urgency on all issues.

- We will make our best endeavors to resolve problems and will always be responsive.

- We will look for ways in which to exceed our customer's expectations.

- We will report status openly, honestly, and in a timely manner.

- We are committed to continuous learning and will strive to share our knowledge with our customers.

- Radware's entire liability, and an end customer's exclusive remedy, with respect to any service(s) provided under this Guide is limited solely to the amount the end customer paid for such service(s). Under no circumstances, including negligence, shall Radware and/or its contractors be liable for any direct, indirect, incidental, special or consequential damages resulting from the use or inability to use any of the service(s) or for the cost of procurement of substitute service(s). This paragraph applies even if Radware has been advised of the possibility of such damages. Because some jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, in such jurisdiction, Radware's liability is limited to the maximum extent permitted by law. Radware shall not be in default to the extent that its performance of service(s) is delayed or prevented by causes beyond its control.

The remainder of this document provides an overview of available Radware products, programs, and services. It is intended for use by Radware partners, customers, and employees as a general guide.

Radware Product and Service Solutions

Radware Products

Application Delivery

Alteon® Application Switches

Alteon Application Switches enable application optimization, delivery, and high availability through the use of sophisticated application/device load balancing, intelligent traffic management, application-layer security, security acceleration, and bandwidth management.

AppDirector®

The AppDirector intelligent application delivery controller (ADC) enhances the delivery of applications over IP networks by enabling accelerated application performance, local and global server availability, and application security and infrastructure scalability, successfully bridging the gap between applications and networks.

AppWall®

Radware's AppWall is a Web application firewall (WAF) appliance that secures Web applications. It enables PCI compliance by mitigating Web application security threats and vulnerabilities to prevent data theft and manipulation of sensitive corporate and customer information. AppWall incorporates advanced, patent-protected Web application security filtering technologies to seamlessly detect threats, block attacks, and report events.

FastView®

Radware's FastView result-driven acceleration technology delivers Web Performance Optimization (WPO) capabilities, including Web application response time that supports application SLA while offloading server processing.

Radware's FastView can be deployed on three form factors, enabling flexibility for application and business owners, while maintaining deployment simplicity, regardless of the deployment model of choice (physical appliance, virtual appliance) installed on any general purpose server, or as a cloud service.

AppXML®

AppXML was designed to meet the intrinsic challenges of deploying Web services and service oriented architectures (SOA). By offloading tasks to dedicated hardware, it vastly improves the speed of XML document processing and secure SML-based communications between an enterprise and its business partners. Included as part of the AppXML offering are comprehensive management capabilities and rich graphical reporting tools to meet security, compliance (HIPAA, SOX) and content delivery concerns.

SIP Director®

Radware's SIP Director guarantees SIP service delivery. SIP Director is a comprehensive SIP Application Delivery Controller (ADC) for SIP value-added application vendors, Telecom Equipment Manufacturers (TEMs) and System Integrators (SIs). SIP Director is designed to work with a wide range of applications including application/feature servers such as IVRs, conference applications and 911 services. SIP Director provides carrier grade performance across all IMS network layers from the Service Plane through the Control and Signaling Plane to the Transport Plane. SIP Director is also optimized for pre-IMS networks and entities including softswitches and SBCs.

LinkProof®

LinkProof, Radware's multiWAN switch, provides uninterrupted access to your data centers, remote locations, Web sites and the Internet. To ensure continuity when disaster strikes, LinkProof provides reliable access (and fast response times) for all mission-critical applications residing in the data center. LinkProof enhances and intelligently routes traffic across Internet links, controlling bandwidth throughput to ensure fault-tolerant connections and scalability.

CID-Content Inspection Director®

CID® helps carriers deliver value-added services such as anti-virus, anti-spam and content filtering, with complete confidence. CID helps drive carrier profitability by enabling:

- Dynamic service selection for creation of new premium services
- New business models for a variety of network edge services

The unified, high-availability, switch-based architecture lets carriers dynamically provision new content and makes it easy to transparently add subscribers, make quick changes to subscription packages and save greatly on the management and operations of service delivery.

Application and Network Security

DefensePro®

DefensePro is an in-line, DoS protection, traffic-shaping and Intrusion Prevention solution designed for enterprise core and perimeter deployment, data centers, university campuses, and carrier backbones. As the industry's first solution to fully integrate adaptive, behavior-based protection capabilities both at the network and application levels, DefensePro provides unparalleled security against known and zero-day threats.

Radware also offers a broad spectrum of integrated security solutions for the APSolute® family of products armed with adaptive behavioral and signature based technologies to effectively drive Web applications and services and optimize enterprise operation. Radware solutions maximize the end-user experience and meet the increasing service demands of a growing array of business-critical applications delivered over IP networks.

Cloud DDoS Protection Service

Cloud DDoS Protection Service is a cloud-based DDoS protection service that provides Radware customers that are currently using our Attack Mitigation System (AMS) with end-to-

end attack mitigation (on-premise and in the cloud) with volumetric DDoS attack mitigation and Internet pipe saturation defense measures. This scalable DDoS protection service automatically engages once AMS detects imminent pipe saturation.

DefenseFlow®

DefenseFlow is a network-wide attack detection and cyber command and control application designed to protect networks against known and emerging network attacks that threaten network resources availability. DefenseFlow supports traditional NetFlow and emerging software defined networks (SDN)/OpenFlow networks. Coupled with DefensePro, DefenseFlow enables carriers, Internet Service Provider (ISP) and cloud service providers to ensure service availability by removing network and application DDoS attacks.

Management

APSolute Vision®

APSolute Vision® is Radware's next generation, service-centric, centralized management system. APSolute Vision provides configuration, monitoring, and control and reporting capabilities for Radware security and ADC products with a focus on operational use cases, ease of use, and work efficiency.

Real Time Intelligence

Inflight™

Inflight™ is a network-based monitoring solution that delivers actionable, real-time business events to any back-end analytic system. The device monitors and captures raw, identity-based data from online channels, converts that content into meaningful information, and feeds the resulting event streams into horizontal analytics engines – all in real-time. Whether it is reducing fraud exposure, associated costs, and reputation vulnerabilities or providing appropriate information for upside revenue opportunities, Inflight is the clear and only choice.

Radware Subscription Solutions

Security Update Subscription

Radware's Security Update Subscription (SUS) is a security advisory and managed monitoring/detection system dedicated to protecting your network elements, hosts and applications against the latest security vulnerabilities and threats. The service delivers rapid and continuous updates to current subscribers:

- Automatically and repeatedly to customer's managed DefensePro using APSolute Vision's task scheduling service and/or

- On demand to the customer's selective DefensePro using the APSolute on-demand signature file update

SUS, along with APSolute OS Intrusion Prevention and DoS protection, complements your purchase of Radware products as a critical service, continuously protecting your network from both known and zero-day attacks.

SUS is available on a one-year or multi-year subscription basis. This service requires 24x7 support and is therefore available at Certainty Support Level Standard and Advanced. SUS coverage must have the same end date as the Certainty Support agreement on the unit.

Security Operations Center

Radware's Security Operations Center (SOC) is an integral element of the SUS offering. Dedicated Security Specialists employ various methods to monitor Internet activity 24x7 and provide the first line of defense. Security events are directly reported to Radware's Security Forum and Security Hot-line, responsible for core security development. Subscribers to the SUS system benefit from rapid response to high-impact security events, continuous signature file updates, and development and distribution of custom attack signatures.

Emerging Attacks Detection

The first step in mitigating a threat is to detect the attack. Radware's Security Operations Center monitors Internet activity for threats utilizing network "Honeypots", probes, reports of new vulnerabilities to Radware's Security Forum and Security Hot-line, tracking of Vendor-reported vulnerabilities, and the monitoring of industry resources such as security related Web sites, mailing lists, and news forums.

Security Risk Assessment

After a threat is detected, Radware employs a thorough Risk Assessment methodology to determine the potential thread impact and the appropriate mitigation strategy. Threats are then rated to determine

- The relevance to Radware's customers

- Impact of the threat relative to its spread rate and specific systems and network elements targeted

- The viability of developing a signature or filter to protect against the threat

These factors are used to calculate a threat rating, which determines whether a filter can be developed and in what timeframe it will be released.

Threat Mitigation

Once Radware's R&D Security team makes the decision to develop a new filter, a final analysis of the exploit code or vulnerability is performed. Data from this analysis is then used to develop and thoroughly test the filter to ensure the needed level of protection is provided. The threat and new filter are documented and the attack signature is distributed to our customers.

SUS provides for periodic updates to signature files, rapid response to high impact security events, and the development and distribution of custom filters as described below:

- **Periodic Updates** — Periodic Updates are typically available on a weekly basis and include all new filters, including those previously released as an Emergency Update (see below). Registered customers to Radware's Web site will be automatically notified of the new signature file via a notification function within Radware's device management and monitoring tool, APSolute Vision. The signature file can be downloaded and distributed to all product units with an active Security Update Subscription Agreement. Customers not using APSolute Vision may access the Security Zone in the Customer section of Radware's Web site and check for the availability of new signature files. The files can then

be loaded on-demand directly to Radware products through Web Based Management or through the Command Line Interface (CLI).

- **Emergency Updates** ─ For those cases where an immediate response is deemed necessary, Radware will issue an emergency signature file update. Registered customers will be notified via email once the emergency update is available for download from our Web site. The file download and update can be initiated in the same manner as Periodic Updates (see above).

- **Custom Signatures** ─ SUS also allows customers to contact Radware to report environment-specific threats or newly discovered threats and to request signatures to mitigate these threats. Threats will be assessed using the methodology previously described, and for those threats for which a filter is appropriate, Radware will either issue an Emergency Update to all customers or provide a custom filter specifically to the customer reporting the threat. Custom filters will subsequently be analyzed and incorporated through Periodic Updates when appropriate.

Radware's integrated security solutions defend against both network and application-level attacks, delivering a holistic approach to application and network-level threats, while enhancing the overall performance of business operations across an entire organization.

RSA Fraud Action Feed Subscription

The RSA Fraud Action Feed IP Reputation Subscription provides protection from fraud and phishing attacks based on RSA anti-fraud protection. Updates of malicious fraud and phishing sites are downloaded automatically to the device every defined period, and block access to malicious sites from within the organization.

Alteon NG & Alteon NG+ Bundle/Subscription

Alteon NG and Alteon NG+ bundles include modules that have perpetual licenses as well as modules that are sold on a yearly subscription basis.

Purchasing an Alteon NG or NG+ bundle entitles the customer to the Alteon Perpetual Licenses listed below, as well as to the subscription-based modules for one (1) year that are listed below. After one (1) year, the Alteon NG/NG+ subscription-based modules can be extended as a whole, or the customer can select to extend only specific individual modules:

	Alteon Perpetual Licenses	Alteon NG Modules included in the 1 year License	Alteon NG/NG+ 1 or 4 Year Subscription Extension
NG Bundle	• AAG for 500 concurrent users • vADCs: 2 with Alteon 5000 series 5 with 6000 and 8000 series	• FastView for Alteon - 1 year subscription • AppWall for Alteon - 1 year subscription • APM for Alteon - 1 year subscription	Available options: • NG Bundle (extension of all the modules that were included in the 1 year license • extension of selected modules form the modules that were included in the 1 year
NG+ Bundle	• AAG for 500 concurrent users • vADCs: 5 with Alteon 5000 series 10 with 6000 and 8000 series • GSLB	• FastView+ for Alteon - 1 year subscription • AppWall+ for Alteon - 1 year subscription • APM for Alteon - 1 year subscription	Available options: • Bundle (extension of all the modules that were included in the 1 year • Extension of selected modules form the modules that were included in the 1 year

Notes:

- When upgrading Alteon to either Alteon NG or NG+, the bundle subscriptions for FastView or FastView+, AppWall or AppWall+ and APM are included in the upgrade for the first year.

- After the initial year, customers can extend the subscription of the entire bundle, in which case the bundle subscriptions and all related modules are also extended. Or, customers can choose to extend only the subscriptions of specific individual modules.

- Subscriptions can be extended only to one additional year or to four additional years.

Radware Service Solutions

ERT Service (Emergency Response Team)

Radware's Emergency Response Team (ERT) service is designed to provide 24x7 security services for customers facing a denial-of-service (DoS) attack or a malware outbreak. Often, these attacks require immediate assistance. The ERT will provide instantaneous, expert security assistance in order to restore network and service operational status. The ERT is staffed by experts that have vast knowledge and experience with network threats, their detection and mitigation, and in-depth experience with the DefensePro family of products. In addition, the ERT takes learning from each customer engagement, and simulates the same scenario internally for further analysis and proactive implementation of defense techniques for other customers that may face a similar security threat.

Note: On January 1, 2015, Radware launched an enhanced ERT Certainty Service Program. This *Certainty Support Guide* refers to the enhanced ERT Certainty Service Program model. If you are entitled to Legacy Support programs, use the following conversion table to determine the equivalent support level:

Table 1 ─ ERT Service Conversion Table

Legacy ERT Service Type	New ERT Service Type
ERT Basic for DefensePro	ERT Standard for DefensePro
ERT Basic for DefensePipe	ERT Standard for Cloud DDoS
ERT Manage	ERT Premium

ERT Standard for DefensePro and Cloud DDoS

These services are available as part of Radware's Technical Support, at Certainty Standard and Advanced Support Level for DefensePro units, and for Cloud DDoS customers with an active Security Update Subscription (SUS). ERT coverage shall have the same termination date as the Service Level Agreement (SLA) which covers the specific unit. ERT Standard services are provided on a "best-effort" basis.

ERT Premium

This service is purchasable in addition to Radware's Technical Support, only at Standard and Advanced Certainty Support Level for DefensePro units with an active Security Update Subscription (SUS). Customers may purchase extended support level "ERT Premium" coverage. The purchased coverage shall have the same termination date as the Service Level Agreement (SLA) which covers the specific unit.

ERT Premium service entitles customers to the following Add-On extended services on top of those described above:

Table 2 ─ ERT Services Level Agreement

Service Activity	ERT Standard for DefensePro Customers*	ERT Standard for Cloud DDoS Customers*	ERT Premium**
"Time to Security Expert" response SLA	best effort	30 min	10 min
Direct "Hot-line" access	under attack	under attack	Yes
Access to ERT	via TAC	via TAC	direct
Dedicated ERT Primary/Secondary owner	No	No	Yes
Real-time attack mitigation	Yes	Yes	Yes

Service Activity	ERT Standard for DefensePro Customers*	ERT Standard for Cloud DDoS Customers*	ERT Premium**
Pre-attack alerts	No	No	Yes
Post attack report and recommendations	Yes	Yes	Yes
Post attack forensics analysis and recommendations	best effort	best effort	Yes
Volumetric attack monitoring	No	Yes	Yes
Non-Volumetric attack monitoring	No	No	Yes
ERT Welcome Kit package	No	Yes	Yes
Onsite meeting before Onboarding stage	No	No	best effort
Weekly calls during Onboarding phase	No	No	Yes
Periodic security configuration review	No	yearly	quarterly
ERT record of security configuration	No	No	Yes
Monthly security events report	No	No	Yes
Monthly call follow Monthly report	No	No	Yes
High risk event identification and engagement	No	No	Yes
Network security design	No	No	Yes
Network security periodical review	No	No	yearly
Device SW maintenance (recommendation and upgrade)	No	No	Yes
Device connectivity and availability maintenance	No	No	Yes

* ERT Standard service is provided as part of Radware's Technical Support, only at Standard and Advanced Certainty Support Levels for DefensePro units with an active Security Update Subscription (SUS).

** ERT Premium service is purchasable in addition to Radware's Technical Support, only for Standard and Advanced Certainty Support Levels for DefensePro units with an active Security Update Subscription (SUS).

Radware Technical Support

Position Statement

To successfully compete in a global economy, leading organizations must successfully create effective communication channels with diverse customers, partners, resellers and employees on an international scale.

Radware's Technical Support organization has taken the responsibility to remove communication barriers which often exist in such multilingual environments by formally adopting English as its official language of operation. This action is intended to ensure that all service-related communication is maintained in one common language to facilitate the most effective technical support possible for all Radware customers.

Non-Disclosure

Radware considers the privacy of your business information one of our key priorities and responsibilities. In providing technical support, our staff fully abides by the following service tenets to protect any personally-identifiable, proprietary, or valuable information disclosed to and collected by us during the resolution of your service request:

- The primary role of Radware Technical Support is to help ensure Radware solutions and related networks operate efficiently.

- Radware Technical Support staff is subject to the terms of a non-disclosure agreement that governs their access to and use of information necessary to provide technical support.

- Radware Technical Support staff will not use any information that becomes available to them for any reason other than to provide support.

TAC Scope

Radware Technical Support is organized to remotely assist you with specific issues regarding the on-going maintenance of your Radware products. Radware hardware products are warranted as explained in Device Warranty. Radware software carries a standard warranty that provides bug fixes for up to 90 days after date of purchase.

Technical support is limited to Radware products with active support contracts. Customers that require a higher level of support from Radware's support team may opt to upgrade the Standard or Advanced level of service to Premium Add-On. The Radware Technical Support team is not meant to walk you through the installation process. If you need comprehensive installation assistance, you may choose Radware Implementation Services or Professional Services.

Certainty Support Program

Radware offers technical support for all its products through the Certainty Support Program. Each level of the Certainty support program includes three (3) aspects:

- Phone / Email Support

- Knowledge Base Access

- Hardware Maintenance

There are various support levels offered in the Certainty Program. Each level adds incremental value the higher it is. Support is provided on a per-unit basis (except for the Premium Add-On that is provided on a per-account basis).

Certainty Support Levels

- **Basic** ─ Provides business day access during weekdays from 9am to 5pm (local time) to Technical Support Center services based on the Severity Level (see the Response Times by Severity Table) and technical documentation, either via the Web, e-mail, or direct phone support. Basic Certainty Support Level further provides new releases of software, including new features and maintenance releases and provides return and repair RMA of failed hardware as described under "RMA Process by Certainty Support Levels " below.

- **Standard -** Provides 24x7x365 access to the Technical Support Center services based on the Severity Level (see the Response Times by Severity Table), technical documentation, either via e-mail, or direct phone support. Standard Certainty Support Level further provides new releases of software, including new features and maintenance releases, and provides next business day advanced replacement of failed hardware and waives customer shipping costs; all as described under "RMA Process by Certainty Support Levels " below. Notwithstanding the foregoing, next business day availability is location dependent – refer to the Global Availability Table for details.

- **Advanced** ─ Provides 24x7x365 access to the Technical Support Center services based on the Severity Level (see the Response Times by Severity Table), technical documentation, either via the Web, e-mail, or direct phone support. Advanced Certainty Support Leven further provides new releases of software, including new features and maintenance releases, and provides 4 hours advanced replacement of failed hardware and waives customer shipping costs; all as described under "RMA Process by Certainty Support Levels " below. Notwithstanding the foregoing, 4 hour replacement availability is location dependent – refer to the Global Availability Table for details.

Note: For Certainty Support Level Premium Add-On refer to Certainty Support Levels table.

The following table summarizes the program by level:

Table 3 ─ Certainty Support Levels

Certainty Support Level	Support	Premium Add On- Optional[7]	Technician On Site Add On– Optional[7]	Software	Hardware	SUS[7]	ERT Standard [7]	ERT Premium – Add-On[7]
Basic	5 days a week, 8 hours a day (in your local time zone, excluding holidays)	No	No	Features & Maintenance Releases	Standard Warranty[1, 2]	No	No	No
Standard	7 x 24	Yes	Yes	Features & Maintenance Releases[7]	Next Business Day Replacement[2, 5]	Yes	Yes	Yes
Advanced	7 x 24	Yes	Yes	Features & Maintenance Releases[5,6]	4 Hours Replacement[2, 3, 4]	Yes	Yes	Yes

Notes:

- **Note 1** ─ The Standard Warranty converts to an Extended Warranty at the end of the initial term and the date is revised to match the term of the Certainty Support Level Agreement.

- **Note 2** ─ The Standard Hardware Warranty converts at the end of the initial term, and provides repair, next business day or 4 hours unit replacement for all units covered by the program. Availability is location dependent – refer to the Global Availability Table.

- **Note 3** ─ Availability is location dependent – refer to the Global Availability Table.

- **Note 4** ─ Requires purchase of at least 2 similar units at Certainty Support Level Advanced. Similar units means the same product with a common hardware configuration (platform and port configuration). For countries where the Certainty Support Level Standard is not available (see Global Availability Table), Unit Replacement is provided, but on-site delivery is not guaranteed within one business day.

- **Note 5** ─ Until further notice, Radware offers Standard Support Level for FastView Virtual and Hardware Appliances.

- **Note 6** ─ Alteon NG Standard and Advanced covers the FastView configuration with Classic acceleration. FastView is geared to provide more acceleration, however Web Performance Optimization (WPO) expertise is required to get maximum acceleration for your site. Radware highly recommends you to contact Radware's support team in order to get the most out of FastView (subject to additionall setup fee).

- **Note 7** ─ ERT standard and Premium requires active SUS. SUS is an optional subscription that is eligible for customer with Certainty Support Level Standard and above.

- **Note 8** – If an RMA replacement is required and the customer is eligible for (1) 4 Hours unit replacement and (2) Spare Units onsite, and the customer chooses not to use the Spare replacement, the RMA device will be sent to him up to 2 weeks.

Support Level Add–Ons

Premium

Premium is an Add-On support purchased on top of Certainty Support Level Standard or Advanced. The Add-on Support is provided per-account basis.

Table 4 ─ Premium Add On description

Premium Add On	Description
Support Direct Telephone Number	√
Support Focal Point [*]	Dedicated Premium Engineer
Radware Online Service Portal / Email Cases	4hours
Priority Escalation	2 hours
Access to Online Training	Unlimited
Customer Setup In Radware Labs	√ (Paid Per Setup)
Customer Profiling	√
Management Notification of case openings	√
Priority handling of any R&D related issue	√
Weekly case review	√
Quarterly in-depth Case Reviews	√

Note

* Based on the customer location, a premium engineer will assigned to act as the main focal point for the customer. The Premium engineer will have deep knowledge of customer key environments and be up-to-date with the latest information collected from the customer environment. An additional premium engineer, at the same location, will be set as backup engineer to cover the absence of the focal point.

Technician exchange parts onsite Add On

The Technician exchange parts onsite Add On is an upgrade for next business day (NBD) delivery (Standard) and 4-Hour delivery (Advanced). A Radware certified engineer is dispatched onsite to replace the defective part based on the customer's active SLA. It reduces further delays by having a technician exchange your replacement parts onsite at your location.

The Technician exchange parts onsite Add On is provided on a per-unit basis.

Notes:

- The service is not available in all countries and cities.

- Requires a minimum of two (2) units covered with this service in the same city.

- The service is available only for units with Standard/Advanced Support Levels.

On January 1, 2015, Radware launched an enhanced Certainty Service Program. This *Certainty Support Guide* refers to the new enhanced Certainty Service Program model. If you are entitled to Legacy Support programs, use the following conversion table to determine the equivalent support level. Please note that existing support contracts will not be affected mid-term and will continue to entitle their owners the same level of support services as originally purchased for their full duration:

Table 5 ─ Service Level Conversion Table

Legacy Support Level	New Support Level
CL1	Basic
CL2	Standard**
CL3, CL3-S, CL4	Standard*
CL5, CL5-S	Advanced*

Notes:

* Technician on Site in Standard and Advanced Support Levels is an Add-On service to be purchased separately, except if you are under an active contract for CL3-S, CL5-S or CL-4 in which case you are entitled to technician on site as a part of your active contract.

**CL2 customers are entitled to purchase the Support Premium Add-on and ERT Premium Add-On services when upgrading to Standard (CL3). CL2 customers are entitled to RMA repair and not NBD advanced replacement.

Note: Purchasing the ERT Premium Add-On is offered only to customers with an active Security Update Subscription (SUS).

Continuous Support and Renewal

Certainty Support is a flexible program that may be renewed at any time prior to the service expiration date to ensure that continuous levels of coverage are adequately maintained for a product unit.

To avoid extra charges for a lapse in support, please keep the following renewal policies in mind:

- Renewal coverage will always start at the end date of the previous service term. Therefore, intermittent renewal will be back-dated to run consecutively with the end of the immediately preceding service term. Accordingly, the renewal fee for intermittent support will include the fees that you would have paid for support services during the terminated period. In any case, back-dated renewal fees will not go back more than one (1) year.

- Additionally, if you do not continuously renew your technical support service, you will be charged an additional re-instatement fee as follows:

  - **For a service lapse of up to 30 days** - The Reinstatement Fee will be 5% of the annual service contract value for every 7 days of service lapse (or a proportionate portion thereof for any period less than 7 days);

    For example - 5% for 7 days' lapse, 10% for fourteen (14) days' lapse, 15% for twenty one (21) days' lapse and 20% for twenty eight (28) days' lapse.

  - **For a service lapse of over 30 days and up to 90 days** - The Reinstatement Fee will be 25% of the annual service contract value.

  - **For a service lapse of over 90 days** - The Reinstatement Fee will be 50% of the annual service contract value.

- According to the above policies, a support request that will be opened on a unit that is not covered by an active service contract will be charged for the back-dated period and the re-instatement fee as described above.

- An RMA request that will be opened for a unit that is not covered by an active service contract will involve the following charges that are based on the hardware price list and are in addition to the above renewal and reinstatement fees:

  - A repair of such a unit will be charged 25% of the hardware list price. The unit will be shipped within 14 business days from the date Radware receives the faulty unit. In addition, the customer will be required to purchase at least **a** one (1) year contract of Basic Certainty Support level (from the RMA requested date).

  - A replacement of such a unit will be charged 50% of the hardware list price. The unit will be shipped within 14 business days. In addition, the customer will be required to purchase at least a one (1) year contract at Standard Certainty Support level (from the RMA Requested date).

- Units added to coverage after support service lapse will be declined an RMA during the first three (3) months of contract unless customer has paid for repair/replacement as above.

- Short contract fee – Each contract that will be renewed for less than one (1) year will be charged with an additional fee of 25% of the annual support price. Note that the short contact minimum period is six (6) month.

- The above terms and conditions are also applicable to SUS (Security Update Subscription) and ERT Premium add-on services.

- Support fees are based on the unit price plus the price of any additive licenses purchased in connection with the unit. Radware cannot support a partial solution.

To activate your Radware Certainty Support, please contact your dedicated Radware Account Representative or local system integrator/reseller.

Geographic Coverage

The Certainty Support Program is available globally. However, availability of specific support levels varies by country.

Note: With respect to every customer, the following replacement availabilities are conditioned on one (1) month logistic grace period after first sale of service to such customer on a particular hardware platform in the customer's country. For clarity, this condition does not apply with regard to service renewal orders.

Radware updates the geographical coverage from time to time in order to respond to customer demands and in accordance with logistical capabilities.

On January 1, 2015, Radware launched an enhanced Certainty Service Program. This *Certainty Support Guide* refers to the enhanced Certainty Service Program model. If you are entitled to Legacy Support programs, use the Service Level Conversion table to determine the equivalent support level concerning the RMA procedure you are entitled to.

Exceptions:

- CL2 customers should refer to Basic HW RMA conditions and not as mentioned in the conversion table.

- For CL 5 (on-site spare unit) customers, the spare unit is optional in all regions.

Global availability is provided as follows:

Table 6 ─ Global Availability

Region	Basic	Standard	Advanced	Replacement Installation
North and Central America				
US	Y	Y	Y	Y
Antigua and Barbuda	Y	Y[3]		
Bahamas	Y	Y[3]		
Costa Rica	Y	Y[3]		
Canada	Y	Y	Y	Y
Guatemala	Y	Y[3]		
Cayman Islands	Y	Y[3]		
Trinidad and Tobago	Y	Y[3]		
Jamaica	Y	Y[3]		
Honduras	Y	Y[3]		
Mexico	Y	Y		
Netherlands Antilles	Y	Y[3]		
Panama	Y	Y		
South America				

Region	Basic	Standard	Advanced	Replacement Installation
Bolivia	Y	Y[4]		Y[7]
Brazil	Y	Y		Y[7]
Colombia	Y	Y		Y[7]
Chile	Y	Y		Y[7]
Ecuador	Y	Y[4]		Y[7]
Paraguay	Y	Y[4]		Y[7]
Peru	Y	Y		Y[7]
Uruguay	Y	Y		Y[7]
Asia & Pacific				
Australia	Y	Y	Y	Y[7]
China	Y[8]	Y[9]	Y	
Hong Kong	Y	Y	Y	Y
India	Y	Y[2]		
Indonesia	Y	Y[4]		
Japan	Y	Y	Y	
Kazakhstan	Y	Y[3]		
Malaysia	Y	Y[4]		
Myanmar	Y	Y[3]		
New Zealand	Y	Y	Y	Y[7]
Papua New Guinea	Y	Y[1]		
Philippines	Y	Y[3]		
Singapore	Y	Y	Y	Y
South Korea	Y	Y	Y	
Sri Lanka	Y	Y[3]		
Taiwan	Y	Y	Y	
Thailand	Y	Y		
Vietnam	Y	Y[3]		
Europe, Middle East & Africa				
Austria	Y	Y	Y	
Azerbaijan	Y	Y[3]		
Belgium	Y	Y	Y	
Bosnia and Herzegovina	Y	Y[1]		
Cyprus	Y	Y		
Czech Republic	Y	Y		

Region	Basic	Standard	Advanced	Replacement Installation
Denmark	Y	Y		
Finland	Y	Y		
France	Y	Y	Y	Y
Germany	Y	Y	Y	Y
Ghana	Y	Y[3]		
Gibraltar	Y	Y[3]		
Greece	Y	Y		
Hungary	Y	Y		
Ireland	Y	Y	Y	
Israel	Y	Y		
Italy	Y	Y	Y	Y
Ivory Coast	Y	Y[1]		
Kenya	Y	Y		
Latvia	Y	Y		
Lithuania	Y	Y		
Luxembourg	Y	Y		
Mali	Y	Y[1]		
Monaco	Y	Y		
Mozambique	Y	Y[3]		
Netherlands	Y	Y	Y	Y
Nigeria	Y	Y[1]		
Norway	Y	Y[1]	Y	
Poland	Y	Y		
Portugal	Y	Y		
Russian Federation	Y	Y		
Romania	Y	Y		
Rwanda	Y	Y[3]		
Serbia	Y	Y[1]		
Slovakia	Y	Y		
Slovenia	Y	Y		
South Africa	Y	Y[1]		
Spain	Y	Y	Y	
Sweden	Y	Y		
Switzerland	Y	Y[1]		
Turkey	Y	Y[3]		

Region	Basic	Standard	Advanced	Replacement Installation
Uganda	Y	Y[3]		
Ukraine	Y	Y[3]		
United Kingdom	Y	Y	Y	Y
United Republic of Tanzania	Y	Y[3]		
All other countries	Y			

Notes:

- **Note 1** ─ Up to four (4) business days delivery, custom clearance by customer
- **Note 2** ─ Up to five (5) business days delivery
- **Note 3** ─ Up to seven (7) business days delivery, custom clearance by customer
- **Note 4** ─ Up to ten (10) business days delivery, custom clearance by customer
- **Note 6** ─ Applies only to the ODS platform series
- **Note 7** ─ Applies only to Alteon legacy platforms 2208, 2216, 2424, 2424-SSL, and 3408
- **Note 8** ─ Up to ten (10) business days delivery
- **Note 9** ─ Up to three (3) business days delivery

Support Telephone Numbers

The following is the global telephone directory for Radware Technical Support:

Table 7 - Global Support Contacts

Technical Support Contact Numbers			
North America		Asia & Pacific	
United States & Canada (24x7)	1 877 236 9807	Australia	1 800 235 895
		Northern China	108007490099
		Southern China	1 0800 4900039
Local (US) or Mexico	01800-1238598	Hong Kong	800 965892
		India	18001021444
		Japan	0053 1 800063
		Malaysia	1800 803968
Secondary Support Line (NJ, USA)	+1 201 785 3291[1]	New Zealand	800 441490
South America			Philippines
Brazil	0800-8918886	South Korea	82 2 3452 1240
Peru	0800 50777	Singapore	800 9722031
Chile	12300201916	Taiwan	00801 972119
All Other Countries:	+972 3 7668686	Thailand	800 120663926
Secondary Support Line (NJ, USA)	+1 201 785 3291[1]		
		All other Countries:	+972 3 7668686
		Secondary Support Line +1 201-785-3291[1]	
Europe, Middle East & Africa			
Austria	0800 293591	Poland -	00800 1215628
Belgium	0800 77112	Luxembourg	800 29732
Czech Republic	800022641	Netherlands	0800 0249857
Denmark	808 83293	Norway	800 16638
Finland	0800 115564	Portugal	800 819597
France	0805 701005	South Africa	800 994930
Germany	800 1827169	Spain	900 941875
Greece	00800 125577	Sweden	020 792187
Hungary	0680014454	Switzerland	0800 895280
Israel	03 7668686	Turkey	8001 42038250

Technical Support Contact Numbers			
Slovakia	800042196	Ukraine	0800504618
South Africa	0800 995651	United Kingdom	800 0968875
All Other Countries:	+972 3 7668686	Secondary Support Line	+1 201 785 3291[1]
1 Use only if a technical problem occurs with the local number listed for the region.			

Case Reporting

Support Hours

Radware support hours are built around your core business hours.

Business Hours: Monday-Friday between 9AM to 5PM Local Time.

Off Business Hours: Monday-Friday 5PM to 9AM Local Time, Friday 5PM to Monday 9AM Local Time.

Information Required When Opening a Support Case

When opening a case, you will need to provide the following information:

- Contact name, email address, and phone number

- Company name

- Serial number and/or MAC address for the device

- Configuration file and logs, if available

- A detailed description of your issue, including any error messages, a detailed description of when the problem started and if any changes were made previously

- A logical diagram of your network, including the IP addresses of Radware devices and any other relevant surrounding devices

The information will promptly identify your hardware and validate your service agreement. If you are unable to locate this information, call Radware Technical Support for further assistance.

For more information, visit the Case Opening Guidelines page on the Radware Knowledgebase site.

Report Method

Service Requests are submitted to Radware Technical Support by telephone, email, or Web and entered into the Case Management System where a unique number is assigned for updating and tracking purposes. A valid Support Agreement and device Serial Number or MAC address are required to receive prompt assistance. The engineer assigned to the request will advise if any additional information is required to help resolve the issue.

If your Radware device is not working properly, you need to make changes to your environment, or your Radware device must be replaced, contact Radware Technical Support to open a Service Request.

Requests received by email are addressed in the order received, and response times are usually within 24 hours. Due to the time sensitive nature of certain situations, however, you may be better served by calling the Technical Assistance Center, which is available 24x7.

Important Note: For urgent issues, call Radware Technical Support to ensure that your case is addressed in the most expedient manner. Visit Radware Support page and refer to Support Telephone Numbers for a support number near you.

Radware Online Support Portal

The recommended option available to customers to report a device issue to Radware Technical Support is via Radware Online Service Portal. Radware Online Service Portal is a Web-based support application exclusively available to registered Radware customers. The Online Support Service is available from the Radware Customer portal.

In addition to entering new service requests, registered Online Support Service users can manage previously submitted support tickets, view their install base, and so on.

First-time Radware customers can register for a Customer Portal Support account.https://portals.radware.com/Not-Logged-In/Customer-Registration-Form. You will need your device serial number and MAC address to register.

An Radware Online Service Portal user guide along with login information is provided usually within three (3) business days of registration.

Summary Reporting Methods

The following table summarizes the methods available for reporting a technical service issue on your Radware device:

Table 8 ─ Reporting Technical Issues

Method	Contact	Use	Availability
Phone	Toll-Free, US: +1 877 236 9807 Local: +1 646 200 5899 International: +972 3 766 8686 Other: Contact Us at https://www.radware.com/Support/	Appropriate for critical, urgent issues. During heavy call volumes, may be answered by an operator at a Radware-designated service. A return call to the customer by a Radware representative will occur WITHIN 30 MINUTES	24x7
Email	Support@radware.com	Appropriate for non-critical issues, such as: general inquiries, requests for technical documentation/ information, schedule support during an upcoming maintenance window	24x7, where online service is available
Online Support Form	Use Online Support Form under Technical Support at: http://www.radware.com/Forms/Form.aspx?ekfrm=186931 (login required)	Appropriate for non-critical issues, such as: general inquiries, requests for technical documentation/ information, schedule support during an upcoming maintenance window	24x7, where Internet service is available
Online Support Service Portal	Online Support Service Portal	Appropriate for non-critical issues, such as general inquiries, requests for technical documentation/ information, schedule support during an upcoming maintenance window, view installed base and manage support cases,	24x7, where Internet service is available

Severity Case Classifications and Response Time

When a case is first opened, a classification rating is assigned based on problem severity, complexity, system availability, and business impact:

Severity	Response Time -	Definition	Example
Business Critical – Outage Situation	30 Minutes	Emergency/Network Down. Use of services is completely suspended. No workaround is available.	A major degradation of system or service performance that impacts service quality or significantly impairs network operator control or operational effectiveness. Overall network is degraded causing severe limitations to operations or network management software, product has major feature that is not working properly and has only a difficult workaround.
Major	24 Hours	Major Impact Sustained. Product does not operate as designed or limited problem condition exists. An acceptable workaround is available.	A problem that results in a condition that seriously affects system operation, maintenance and administration, etc. and requires immediate attention. The urgency is less than in a Business Critical situation because of a lesser immediate or impending effect on system performance, customers, business operation and revenue.
Medium	24 Hours	Medium Impact Sustained	Product does not operate as designed or a limited problem condition exists, but the product's main functionality is not infected.

Severity	Response Time -	Definition	Example
Minor	24 Hours	Minor Impact Sustained. Issue that does not significantly impair the functioning of the system and does not significantly affect service to customers. These problems are tolerable during system use.	Minor condition or configuration issue is present but can be avoided or there is a question or issue related to documentation or other general inquiry.

Response Times (during business and off business hours)

The following table summarizes typical response times for service requests based on severity level.

Table 9 ─ Response Times by Severity

Severity	Reporting Method	Response Time
Business Critical	Phone	<30 minutes
Major	Radware Online Service Portal [1] Email, Online Form	Within 24 hours
Medium	Radware Online Service Portal [1] Email, Online Form or	Within 24 hours
Minor	Radware Online Service Portal [1] Email, Online Form	Within 24 hours
1 Response time is within one business day if request is submitted in English. Requests submitted in any other language must first be translated and may exceed the one-business-day response time.		

Radware Technical Support Services includes 24x7x365 support. Support is delivered by our5 support centers around the world. This means that during business hours, your service request will be typically addressed by the Radware TAC (Technical Assistance Center) in your home region.

Support during off business hours includes weekends and regional public holidays, and is covered 24x7x365 via the Radware Global TAC for cases categorized as severity Business Critical.

Radware TAC provides 24x7x365 support as long as you make resources available that allow 24x7 interaction. Cases are seamlessly transferred between Radware Global TACs following-the-sun, to ensure cases are worked on continually for rapid resolution.

Planned Technical Support

Planned Technical Support is a service providing dedicated Radware Technical Support. Support can be scheduled, in advance, during a change window (or other convenient time) for

assistance with basic configuration changes, software version updates, maintenance or other similar operational support on eligible Radware products.

Planned Technical Support is provided at no additional cost to existing Radware customers holding valid Certainty Support Level Standard and Advanced agreements. Service may be scheduled at any time, 24 hours a day and 7 days a week, with 5 business days advance notice. Up to a 4-hour block of time may be scheduled, if needed.

Planned Technical Support requests, much like standard Service Requests, are entered into the Case Management System to ensure proper tracking and handling through completion.

Note: The Planned Technical Support Program is not available for installations of new devices or in lieu of Professional Services offered by Radware. If a new installation, consultation or other assistance with large, complex configurations is required, contact Radware Sales for more information on Implementation Support Programs.

Scheduling Planned Technical Support Service

The Planned Technical Support service must be scheduled in advance by contacting the Radware Technical Assistance Center or by sending an email to Support@radware.com at least 5 business days in advance of the planned support.

A Support Engineer will contact the customer within 1 business day of receipt of the Planned Technical Support request to coordinate details for dedicated support. Up to 24 hours prior to the scheduled date, an email confirmation will be sent to the customer containing specific information related to the planned service.

Return Material Authorization (RMA)

Overview

Once a case is opened as explained in Case Reporting, Technical Support staff will attempt to perform a series of steps to diagnose the issue and restore the device to its normal operation. However, if the support engineer is unable to recover the device and determines the issue is caused by hardware failure, the engineer will inform you that the unit must be returned for repair or replacement and will update the status of your Service Request accordingly.

To initiate the RMA process, the contact on file must complete the online RMA Form that is automatically emailed by the Case Management System as a URL link. The URL link is dynamic and will change when a new RMA case is authorized by Radware Technical Support.

Once the online RMA Form is submitted, it will be processed based on the terms of your service contract:

- For RMA requests received from countries located in the Americas:

  Note: See list of countries located in the Americas recognized by the U.N. at: http://www.worldatlas.com/cntycont.htm

  A Completed RMA form must be received during normal business days no later than 16:00 GMT -5 (4:00 PM U.S. Eastern Standard Time) for Next Business Day replacement delivery for Certainty Support Level Standard. Return the defective unit to the address provided on the labels unit.

- For RMA requests received for Certainty Support Levels Standard for all other countries not listed above:

  The RMA Form must be received by Radware during normal business days no later than 18:00 GMT +2 (6:00PM Israel Standard Time), 17:00 GMT +2 (5:00PM Israel Standard Time) for customers located in Israel, to be eligible for Next Business Day replacement. Additional details will follow Form submission.

For all repairs, the device will ship with the latest factory software release, which may not be the same version as the software received from the customer's defective unit. Radware provides a 6-month repair warranty. In the event the device incurs an RMA within the 6-month repair warranty period, Radware will replace the device and no longer attempt to repair it.

For more information read the Radware RMA Procedure.

RMA Process by Certainty Support Levels

In order to process an RMA, Radware Technical Support initially determines that the observed issues are actually hardware-related. Contact Radware Technical Support to verify if an RMA is needed.

Certainty Support Level Basic

Certainty Support Level Basic provides for repair or replacement of a faulty device. The customer must first send the unit to the Radware-designated repair center[1]. The shipment fees for the defective device are incurred by the customer. Radware will then analyze and repair the unit, if possible. Otherwise, a unit replacement is shipped with the software version and license(s) as verified from the RMA Form. Radware will repair the unit within 10 business days

and ship the unit back to the customer. The device shipment fees for shipment from Radware back to the customer are incurred by Radware.

Certainty Support Levels Standard and Advanced

Certainty Support Level Standard provides replacement of a faulty device by the Next Business day[2]. Certainty Support Level Advanced provides replacement of a faulty device within the next four (4) hours. Additionally, Radware *pays for return shipping* of the faulty device to a Radware service center. Once the completed RMA Form is received by the Radware Technical Support staff, the replacement unit is dispatched from one of our global warehouse centers to arrive within the timeframe indicated in the Global Availability Table for the Certainty Level purchased. The customer may then need to contact Radware Technical Support for assistance in upgrading or downgrading to the required software version. The customer will have five (5) business days from the date the replacement unit was received to return the defective unit to Radware, using the return label included in the advance replacement. Failure to return the defective unit to Radware within this timeframe will result in an invoice to the customer for the full cost of the replacement unit.

[1] In China, Radware will ship a replacement for a defective device with Certainty Support Level Basic within 10 business days and before the defective device arrives at Radware's warehouse.

[2] In China, Radware will ship a replacement for a defective device with Certainty Support Level Standard within 3 business days.

Note: Non-consecutive renewal orders (lapse in coverage) for Certainty Support Level Standard and Advanced are entitled to a 4-hours or Next Business Day Advanced replacement only after Thirty (30) business days from the order renewal date.

Dead on Arrival (DOA)

A device is considered Dead on Arrival (DOA) if hardware failure occurs within thirty (30) days from its shipping date. An exception to this policy is in effect for Japan, Hong Kong, Korea, China, and Taiwan, where the DOA period for hardware failure is ninety (90) days from the shipping date.

In the event of a DOA, the RMA Procedure for Certainty Support Levels Basic, Standard and Advanced apply, depending on the service level purchased by the customer,and delivery of the replacement unit is subject to the guidelines described in the Global Availability Table.

Hard Disk and RAM Retain Solution

The Hard Disk Retention Solution and RAM Retain Solution allow you to retain the hard disk drive (HDD) and RAM of a failed device eligible for Return Material Authorization (RMA) by Radware Support.

By keeping the replaced HDD on your premises, you effectively increase the security of your sensitive customer data, facilitate compliance with regulatory mandates, including privacy and information governance, and avoid related penalties, and mitigate risks associated with hard disk disposal.

These services are provided for an additional fee.

Device Warranty

Warranty in Case of Lost Device

During the spare device shipment process, until the device arrives at the customer site, Radware hardware products are warranted against loss. Once the spare device arrives at the customer's site, it is the customer's responsibility in case of loss.

Standard Warranty

The following Standard Warranty provisions apply solely to customers who did not purchase any support service from Radware upon the purchase of a product. For such customers, Radware's hardware products are warranted against defects in material and workmanship, under normal use and circumstances, for a period of one year from date of shipment and Radware's software carries a standard warranty that provides bug fixes for up to 90 days after date of shipment.

If during the first thirty (30) days from product delivery there is a covered hardware defect that is confirmed as such by Radware, the RMA provisions of this *Certainty Support Guide* will apply and, if based on these provisions an advance replacement unit is due, Radware will ship an advanced replacement product within seven (7) days from the date on which customer submitted the RMA Form for the defective product. If the covered hardware defect is discovered and reported by the customer and confirmed as such by Radware within the 12-month warranty period indicated above but after the first 30 days from product delivery, Radware will repair the defective product within fifteen (15) days from the date Radware receives the defective product at Radware's facilities in Jerusalem, Israel. After repairing the defective product, Radware will return the product to the customer.

The customer shall pre-pay shipping charges to Radware and Radware shall cover the shipping charges in returning the product to the customer.

Extended Warranty

Radware offers an extended warranty to process RMA requests in the event of hardware failure following termination of the Standard Warranty. The extended warranty is available through the Certainty Support Program.

A customer's sole and exclusive remedy, and Radware's sole and exclusive liability for defective Products, shall be that Radware, subject to the terms and conditions of this *Certainty Support Guide*, and solely upon confirmation by Radware of a defect or failure of a Product to perform as warranted, shall perform the corrective actions described above.

Radware shall be released from all obligations under its standard and extended warranties in the event that the product and/or any defective component thereof has been damaged or rendered unserviceable by one or more of the following: (1) improper or inadequate maintenance by anyone other than Radware or Radware's authorized agents, or (2) software, interfacing or parts supplied by anyone other than Radware, or (3) modifications, alterations or additions to the products by personnel not certified by Radware or Radware's authorized agents to perform such acts, or (4) other unauthorized repair, installation or opening or other causes beyond Radware's control, or (5) unreasonable refusal to agree with engineering change notice programs, or (6) negligence by any person other than Radware or Radware's authorized agents, or (7) misuse, abuse, accident, electrical irregularity, theft, vandalism, fire, water or

other peril, or (8) damage caused by containment and/or operation outside the environmental specifications for the products, or (9) alteration or connection of the products to other systems, equipment or devices (other than those specifically approved by Radware) without the prior approval of Radware, or (10) any use that is inconsistent with the documentation supplied with the product. The warranty period does not start anew and does not extend if Radware repairs or replaces a warranted product or any parts thereof.

THE ABOVE STANDARD AND EXTENDED WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED AND EXCEPT FOR THE LIMITED WARRANTIES SET FORTH IN THIS SECTION, THE PRODUCTS AND ANY SERVICES PROVIDED BY RADWARE IN CONNECTION THEREWITH ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED. RADWARE DISCLAIMS ALL WARRANTIES AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE FACE HEREOF, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHETHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE WHICH ARE HEREBY EXPRESSLY EXCLUDED TO THE FULLEST EXTENT PERMITTED BY LAW.

Support for Evaluation Products

Radware offers an evaluation license for the Alteon VA® and AppWall VA products line. The evaluation license allows you to test the products. During the trial period, you will be eligible for 24x7 Support.

To obtain an evaluation license please contact Radware Technical Support.

To upgrade the Evaluation license, contact Radware Sales.

Technical Team Overview

Radware Technical Support consists of 4 tiers of support, all staffed by Radware Engineers.

Table 10 ─ Technical Service Teams

Team	Role
Tier 1	Customer Service Representative coordinates inbound calls to the Technical Assistance Center (TAC)
	Assists with SR creation and updates, verifies contract information, handles general inquiries, and so on
	Direct customer interaction
Tier 2	Works all support cases escalated by Tier 1
	Direct customer interaction
Tier 3	Works all support cases escalated by Tier 2 engineers
	Provides on-site support based on support level purchased
	Direct customer interaction

Team	Role
Tier 4	Works support cases requiring advanced replication and testing
	Direct interface to R&D teams
	Indirect customer interaction

Tiers 1, 2, and 3 are the initial point of contact and address 92% of all customer inquiries. Questions range from product capability through complex design and configuration issues. These teams are primarily located in the U.S., India, and Israel.

Tier 3 support is also provided by Radware's globally deployed Systems Engineering and Post Sales Support Teams. Local Systems Engineers provide on-site support where available.

Tier 4 handles all product related issues that require advanced testing or possible resolution by Research and Development (R&D). In addition to a direct interface to R&D, Tier 4 has access to Radware's Test and Integration Lab for problem replication and testing.

Technical Case Escalation

After performing the required system triage, the support engineer either identifies the problem or outlines a solution plan. However, if neither is possible, the engineer will proactively escalate the Service Request.

Escalations by Certainty Support Level are explained in the following tables:

Table 11 ─ Technical Escalation Basic Support Level

Certainty Support	Severity	Tier 1	Tier 2	Tier 3	Tier 4
Level Basic Available 08:00 – 17:00	Business Critical	Immediately	36 hours Follow-up: Every 24 hours	12 hours Follow-up: Every 24 hours	12 hours Follow-up: Continuously
	Major	Immediately	36 hours Follow-up: Every 36 hours	48 hours Follow-up: Every 36 hours	12 hours Follow-up: Continuously
	Medium	Immediately	48 hours Follow-up: Every 96 Business hours	120 hours Follow-up: Every 96 Business hours	12 hours Follow-up: Continuously
	Minor	Immediately	48 hours Follow-up: Every 120 Business hours	120 hours Follow-up: Every 120 Business hours	12 hours Follow-up: Continuously

Table 12 ─ Technical Escalation Standard & Above Support Level

Certainty Support	Severity	Tier 1	Tier 2	Tier 3	Tier 4
Levels Standard and Advanced Available 24x7	Business Critical	Immediately	8 hours Follow-up: Every 8 hours	4 hours Follow-up: Every 8 hours	12 hours Follow-up: Continuously
	Major	Immediately	12 hours Follow-up: Every 12 hours	12 hours Follow-up: Every 12 hours	12 hours Follow-up: Continuously
	Medium	Immediately	48 hours Follow-up: Every 96 hours	120 hours Follow-up: Every 96 hours	12 hours Follow-up: Continuously
	Minor	Immediately	48 hours Follow-up: Every 120 hours	120 hours Follow-up: Every 120 hours	12 hours Follow-up: Continuously

All times represent maximum amounts that will lapse before escalation to the next level tier, provided the following conditions are met:

- The resources currently working the issue have made little to no progress on the issue and have not identified a plan to do so

- The customer has provided all requested data and procedures

Case Escalation to Support Manager

Senior level engineers handling a case may deem it necessary to escalate the technical issue internally to members of the Management team at their discretion. However, despite best efforts by the various teams involved in responding to the issue, a customer may still feel the need to escalate the issue to a technical support manager. Case escalation to a TAC manager may be requested by the customer at any time by submitting an email to:
support_manager@radware.com.

Allow the appropriate level of Radware TAC Management a minimum response time of twelve (12) hours when emailing. You must provide the Service Request number, if there is an existing related case, and the reason for requesting case escalation. The TAC Manager on duty will take ownership of the request, respond to your inquiry and/or feedback, and further escalate the matter, if necessary (see Other Notifications below).

Customers can also request an in-depth review and provide additional comments concerning the handling of their case using Customer Satisfaction Surveys sent upon closure of every SR, which is also reviewed by members of TAC Management.

Other Notifications

Radware TAC Management may deem it necessary, at their discretion, to notify other company officials of a technical issue. Case-by-case notifications will occur based on the following notification sequence:

Table 13 ─ TAC Support Case notification

1. TAC Manager	2. Director, Global Technical Services	3. VP Services	3. COO	4. CEO
Immediate	4 hours	8 hours	48 hours	72 hours

Anomalies

A technical service issue that does not meet the guidelines prescribed in this document will be considered an anomaly and subject to further evaluation by the Management team.

Radware Implementation Support

For customers who are pressed for time or are looking for an extra level of assurance when deploying their products Radware offers the support of our dedicated engineering staff. These professionally trained experts work hands-on with customer staff and are fully committed to successful deployment of the solution. Implementation Support is offered on a fixed price basis for Implementation Services or on a Time and Expense basis for Professional Services.

Implementation Services

This comprehensive service provides a methodical approach toward the successful installation of Radware solutions at customer sites:

- **Requirements and Solution Review** — A Radware Engineer contacts the customer prior to arriving on-site to confirm the overall solution planned for deployment has been fully assured. This review includes a discussion of the requirements, review of the product(s) planned for deployment, and review of the proposed logical addressing for integration of the product.

- **Quick-Start Training** — Upon site arrival, the Radware Engineer provides a hands-on walkthrough of the Radware product, using the applicable management interface – Insite, Command Line Interface, web interface, and/or APSolute Vision. Throughout the training, the Engineer will identify how to configure key features and interpret key statistics and diagnostics.

- **Solution Implementation** — The Radware Engineer configures the unit(s) according to the agreed-upon plan, guiding the customer through the entire process. Once the units are configured and activated in the customer environment, the Radware Engineer will support the customer during any planned application, load, or failover / recovery testing.

Implementation Services includes one day of on-site support and configuration support for up to 4 units per site. For more complex implementations, please contact Radware Sales for a Professional Services quote.

Professional Services (Time and Expense Based Support)

For customers requiring support beyond what is provided by Implementation Services or Radware Technical Support, Radware offers Professional Services. A Professional Services engagement is pre-negotiated and priced on a per-day or per-hour basis. The project can include any of the following activities: planning, design, deployments, upgrades, migrations, optimization, secure infrastructure application verification to ensure complex ADC implementation, on-site troubleshooting, network analysis, and remote monitoring.

Contact Radware Professional Services to receive a detailed quote, including a comprehensive Scope of Work (SOW) statement.

Alteon NG (FastView configuration)

FastView as part of Alteon NG provides Web Performance Optimization (WPO). Expertise is required for enhanced acceleration performance.

If more acceleration is required please contact Radware Professional Services for a complete POC and installation by our WPO (Web Performance Optimization) experts. This service is provided for an additional fee.

Contact Radware Sales for further information on Professional Services availability.

Product and Software Upgrades and Downgrades

APSolute Product and Software Upgrades and Downgrades

Product Upgrades

The Radware Licensing Model allows for functionality upgrades without the need to install different device software. The model also allows for capacity upgrades without the need to upgrade hardware platform.

A complete description of Radware licensing and options is provided in the Radware Licensing Model document available from the Radware Web site.

Ordering Product Upgrades

The following information must be included on the Purchase Order for each unit when ordering upgrades:

- Requested Upgrade

- Base MAC Address

- License Code

- License ID

The License information and Base MAC address can be obtained from the unit via the following management interfaces:

- **APSolute Vision** – License management

- **WBM** – configuration>setup>license upgrade

- **CLI** – `system license` command

Product Downgrades/Returns

The information provided for a product upgrade must also be provided for a product downgrade or return. Radware will generate a new license code based on the information provided. To complete the downgrade, you must enter the new license code into the unit and you must provide the subsequent License ID to Radware to apply a credit, if applicable. All prior license codes for the unit become obsolete once a new license code is entered into the unit. The new License ID must be validated by Radware before credit can be issued for the downgrade.

Software Lifecycle

Terminology

Software Classifications

Radware software **statuses** include Limited Availability (**LA**), General Availability (**GA**), and **Shipping GA**:

- **LA** — A Limited Availability version has completed QA and Beta, but currently still has limited deployment in the field.

- **GA** ─ A General Availability version has completed full QA and Beta, and is considered a stable version.

- **Shipping GA** ─ A Shipping GA version means that this is the default shipping version on new product orders.

Software Numbering Convention

The following table describes the numbering conventions used for all APSolute software products:
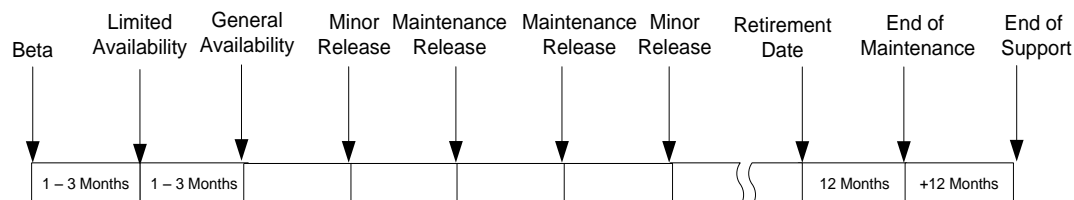
Table 14 ─ **Software Numbering Convention**

Field	Terminology	Description	Example
X	***Major* Feature Release**	Major functionality additions or changes.	AppDirector 1.00. 00 → 2.00.00 AlteonOS 27.0.0.0 → 28.0.0.0
YY	***Minor* Feature Release**	Functionality additions or changes and fixes for known issues.	DefensePro 6.07.00 → 6.09.00 AlteonOS 27.0.0.0 → 27.1.0.0
ZZ	Maintenance Release	Fixes for known issues. May also include minor enhancements to existing functionality.	AppDirector 2.14.03 AlteonOS 27.0.1.0
*DL	***Hot Fix* Release**	Hot fix for critical issues (available only via Tier 4, not via the Web site)	AppDirector 2.14.03DL AlteonOS 27.0.0.1

* Not relevant for the DefensePro product line

Lifecycle

Figure 1 illustrates Radware's lifecycle for a *Major* software version and typical timelines associated with each phase:

Figure 1: Major Software Version Lifecycle

Beta	Limited Availability	General Availability	Minor Release	Maintenance Release	Maintenance Release	Minor Release	Retirement Date	End of Maintenance	End of Support
1 – 3 Months	1 – 3 Months							12 Months	+12 Months

Each *Major* version follows the lifecycle described below:

Commercial release as LA version ─ When a new platform is introduced, its software version is released as Shipping GA (see Product Lifecycle).

Promotion to GA or Shipping GA version

Note: In some instances, a new version is released before the *LA* version has gained enough field exposure. In such cases, the *LA* version is never promoted to *GA* status and is immediately retired.

Minor and *Maintenance* releases are provided periodically according to market needs and development schedule.

Once a major release reaches the *Shipping GA* status, the previous *Major* version is retired (Retirement Date milestone).

For the first 12 months following the retirement date, Radware will provide Hot Fixes for critical bugs reported via Radware Technical Support, as well as phone support and on-site assistance through the Certainty Support Program.

A year after the software version is retired, it reaches the **End of Maintenance** milestone and Radware will no longer develop, repair, maintain, or test the retired software version. Phone support and on-site assistance are available through the Certainty Support Program for another 12 months.

Two years after the software version is retired, it reaches the **End of Support** milestone and is no longer eligible for further support.

Minor version retirement policy:

Once a new ***Minor*** version is released as GA, the previous minor version is retired.

Fixes for critical bugs discovered in a retired ***Minor*** version will be provided via the latest release of the ***Major*** version to which this ***Minor*** version belongs. Radware will test the retired version for critical bugs reported via Radware support for:

- 3 months following the retirement date of a Minor LA version

- 24 months following the retirement date of a Minor GA version or until the Major version to which this minor version belongs reaches End of Maintenance milestone (whichever occurs first)

Security Vulnerabilities Updates Response

Radware invests effort in maintaining its products' security. Reported or discovered suspected security vulnerabilities concerning Radware products will be treated as follows:

Severity	Impact on Radware Environment	Description	Action
Not vulnerable	None	No vulnerability for the stated security risk.	None
Low CVSS 1-2.5	Low	This includes issues that may cause information leakages, reconnaissance, unlikely configurations, or hard to exploit timing (side channel) attacks.	A fix may be available in a future software release.
Moderate CVSS 2.6-5.0	Low	This includes issues or flaws in protocols that are less commonly used. Local flaws, such as cross-site- scripting, may affect authenticated users.	A fix may be available in a future software release.
	Moderate		If technically possible, a fix will be available in the next major, minor, or maintenance release.
High CVSS 5.1-7.5	Low	This includes issues affecting common configurations that may cause Denial of Service.	A fix may be available in a future software release.
	Moderate/High		If technically possible, a fix will be available in the next major, minor, or maintenance release.

Severity	Impact on Radware Environment	Description	Action
Critical CVSS 7.6-10	Low	This includes issues affecting common configurations that may cause DoS, a server memory leak, or remote code execution.	A fix may be available in a future software release.
	Moderate/High		If technically possible, a fix will be available in the next major, minor, or maintenance release.
	Critical		If technically possible, a fix will be available in the next major, minor or maintenance release. A hot fix may be created when applicable.

Software Release Matrix

The Software Release Matrix on the Customer Portal at Radware's Web site displays the most current status and type for all software releases. The last release of a *Major* version that was retired from Shipping GA/ status is available in the *Software Center Archive* section of Radware's Web site. All other retired releases are available on the Web site via the **Search** tool only.

End of Maintenance for Specific Software

Radware may choose, at its discretion, to discontinue support for a software version within a particular product. This can be because the software can be easily replaced with a newer version or the software is unused by customers. End of Maintenance for a major release will be communicated through the EOS section on the Radware Customer Portal.

Software Upgrades

Software Upgrades are available for units that are covered by the Certainty Support Program and for units that are covered by Radware's Standard Warranty.

However, the entitlement differs as follows:

Units covered by the Certainty Support Program and units that are within the Warranty Period are both entitled to *Maintenance* releases and *Hot Fixes* (see the Software Numbering Convention Table above).

All units covered by any of the Certainty Support Programs Basic through Advanced are entitled to both *Major* and *Minor* releases (see the Software Numbering Convention Table above).

Software Downgrades

Sometimes when upgrading device software to take advantage of desirable system features only available in newer software versions, functionality that was only available in legacy software may be lost. For this reason and for cases involving RMAs, it may be necessary to downgrade device software to a prior version for a specific configuration.

Every software downgrade requires an upgrade password. See Obtaining Software below for more details.

Obtaining Software

All software can be obtained through Radware's Customer Portal. Units can be upgraded to a new *Maintenance* release without a new password. Although the administrator will be prompted for a password, the password check is not enforced when upgrading to a new *Maintenance* release.

However, all upgrades to *Major* or *Minor* releases and all software downgrades require a password. The password requirement ensures customers have a valid support agreement at the time a software upgrade or downgrade is requested. It also provides the opportunity for customers that do not have a valid agreement in place at the time to activate one, if needed.

Note: When software upgrades require hardware upgrades such as additional RAM, Hard Disk, SSL cards, and so on, these additional hardware components will be purchased by the customer at the customer's sole expense.

Registered customers can obtain an upgrade password from the Password Generator on Radware's Customer Portal. The following information will be required in order to generate the password:

- Requested software version
- Requested platform type and version
- Base MAC address of the unit

For more details, registered customers can refer to the full upgrade/downgrade procedures in each product's Installation and Maintenance Guide.

Contact Radware Technical Support at support@radware.com if further assistance is required.

FastView Product and Software Upgrades

The Radware Licensing Model allows for functionality upgrades without the need to install different device software. The Model also allows for capacity upgrades without the need to upgrade hardware platform. Radware licensing model is supported starting with FastView version 5.*x*.

A complete description of Radware licensing and options is provided in the Radware Licensing Model document available from the Radware Web site.

Ordering Product Upgrades

The following information must be included on the Purchase Order for each unit when ordering upgrades:

- Requested Upgrade

- Base MAC Address

- Existing license

The License information and Base MAC address can be obtained from the unit via WBM as follows: select **Appliance Management** from the menu, select **Maintenance**, and click **License Management**.

Alteon Product and Software Upgrades and Downgrades

The Alteon products comply with the APSolute Product and Software Upgrades and Downgrades policy as described above.

This section describes the differences between the APSolute products policy and the Alteon products policy.

Alteon Application Switch series 2 and 3 and Alteon Application Accelerator 510/610 – Product Lifecycle

As stated in the Radware Alteon 5-Year Support Policy, Radware has committed to support these products for five years from the Alteon acquisition date. As such, these products were supported until March 31, 2014. On top of this commitment, the support was extended until October 1st, 2015.

Notwithstanding the foregoing, Radware offers to Alteon Application Switch Series 2 and 3 products under active support contracts extended phone support and hardware RMA (replacement or repair) until December 31, 2016.

The AlteonOS versions supported on Alteon Application Switch series 2 and 3 are the Radware released AlteonOS versions 24.*x* and 25.*x*.

Alteon Application Switch series 4, 5 and beyond – Product Lifecycle

One (1) *year* after the software version is retired, or two (2) years after a version is commercially released, whichever comes last, the version reaches the End of Maintenance milestone.

At any given time, two (2) *Major* AlteonOS versions are maintained.

APSolute Vision® Product and Software Upgrades

Product Upgrades

The APSolute Vision licensing is provided per APSolute Vision server – physical or software appliance, the number of managed elements Right-To-Use (RTU) license and premium add-on modules (APSolute Vision Reporter).

The license is provided per server MAC in the form of software activation based on customer purchases in the system.

Ordering Product Options

The following information must be included on the Purchase Order for each unit when ordering upgrades:

- Requested add-on option

- Vision server type – physical appliance, software appliance or standalone

Note: Association to an actual server instance (MAC) is done as part of license. activation

APSolute Vision Software Cycle

APSolute Vision – Physical or Software Appliance

For APSolute Vision, each new software version released with a Shipping GA status is a maintenance release for the previous software version and replaces it. No additional maintenance releases are provided for the previous software version.

In case of a software option purchase for APSolute Vision Standalone, (APSolute Vision Reporter), the customer must pay annual support fees to be entitled to APSolute Vision and APSolute Vision Reporter upgrades.

Product Lifecycle

Figure 2 below illustrates Radware's product lifecycle and typical timelines associated with each phase. Support availability varies during each phase of the product lifecycle and is summarized in the Coverage for Product Lifecycle table at the end of this section. The term *Product* refers to an integrated solution of a software feature set and underlying hardware platform. The Software Lifecycle is described in Software Lifecycle.

Figure 2: Product/Platform Lifecycle
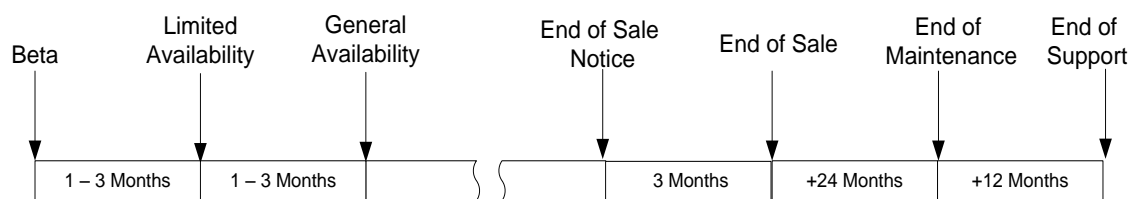
Product End of Life Process

Radware announces its intention to stop a specific product sale through an End of Sale.

Three months after the End of Sale, the product or platform reaches the End of Sale (EOS) milestone and can no longer be ordered from Radware.

For the *first 24 months* after the EOS milestone, Radware will provide **Hot Fixes** for critical bugs reported via Radware Technical Support, as well as phone support, hardware repair/replacement, and on-site assistance through the Certainty Support Program. **Hot Fixes** will be provided only for the **Major** release that was **Shipping GA** at the time of the EOS announcement.

Note: In some instances, new software releases might not be supported on old products for which End of Sale has not yet been announced. This is usually due to technical limitations that prevent an older platform from supporting these new releases. In such cases, the old product will continue to be sold and maintained only with its Shipping GA version, and once End of Sale is announced for the old product, the regular end of life process is will begin.

Twenty seven months after the End of Sale Notice, the product or platform reaches the End of Maintenance milestone and is no longer eligible for software upgrades of any type. Phone support, hardware repair/replace and on-site assistance are available through the Certainty Support Program for another 12 months.

Thirty nine months following the End of Sale Notice, the product or platform reaches the End of Support milestone and is no longer eligible for further support. Phone support, hardware repair/replace, and on-site assistance are no longer available once the End of Support milestone is reached.

The following table summarizes the available Certainty Support program coverage for relevant stages of the Product Lifecycle.

Table 15 —- Coverage for Product Lifecycle

Certainty Support Program Coverage					
Product Lifecycle Phase	Phone Support	On-site Support	Software		Hardware Warranty Extension
			Major/Minor/ Maintenance Release	Hot Fix	
Limited Availability	•	•	•	•	•
General Availability	•	•	•	•	•
End of Sale	•	•		•	•
End of Maintenance	•	•			•

Training and Certification

Training

Radware offers a comprehensive Training & Certification Program that incorporates lectures, structured labs, and analysis of real world scenarios and troubleshooting within a controlled lab environment to help your technical staff move beyond the basics and maximize the technology and system features built into your Radware solution. In-depth instruction covers product hardware, software, installation, system features, configuration and management.

Flexible options are available to meet various learner needs. Choose in-class, on-site, or online instruction based on your availability, learning preference, and training budget.

Certification

Radware professional certification is a solid credential that validates your competency in leading technology solutions endorsed by world-class industry experts. These career certifications are geared toward engineers and other staff responsible for the sale, design, installation, and/or support of business applications and networks. Benefits of Radware certification include access to continuing education at no additional cost, and invitations to exclusive technology webinars available only to certified professionals.

To become eligible for Level 1 technical certification, candidates must meet the following criteria:

- Successfully complete certification training and labs

- Pass the corresponding hands-on practical lab exam

- Pass the online certification exam

Advanced certifications are also available.

For more information about Radware certifications, please visit the **Certification** section of the online training center at http://www.radware.com/Support/.

Schedules, Registration, and Additional Resources

All schedules, registration, course descriptions, pricing, and more, are available at the online Radware Training center at http://www.radware.com/Support/.

Contact Training

For help choosing a course or delivery method that is best for you or for general training and certification questions, contact training@radware.com.

Appendix

Product Status

The following table lists products and platforms at or beyond the End of Sale milestone:

Table 16 ─ Product Status

Line Item	Product Line	Life Cycle Stage
1.	CertainT 100 platforms (XS1v1, XS1v2, XS2v1, XS2v2	End Of Sale as of September 2007 End Of Features[1] as of September 2008 End of Maintenance as of September 2009 End Of Support as of September 2010
2.	DefensePro 50, DefensePro 100, DefensePro 200, DefensePro 1000, DefensePro 2000 & DefensePro 3000	End Of Sale as of December 2007 End Of Features[1] as of December 2008 End Of Maintenance as of September 2010 End Of Support as of September 2011
3.	FireProof® 200, FireProof 202, FireProof 1000 & FireProof 3000	End of Sale as of June 30, 2008 End of Features[1] as of June 30, 2009 End of Maintenance as of June 30, 2010 End of Support as of June 30, 2011
4.	Inflight 5000 3U Platform	End of Sale as of July 2009 End of Maintenance as of July 2011 End of Support as of July 2012
5.	First Generation WSD & WSD Pro (Fast Ethernet Bay Platform)	End of Support
6.	Web Server Director® (WSD)	End of Sale as of October 1, 2009 End of Maintenance as of October 1, 2011 End of Support as of October 1, 2012
7.	AppXcel Web Application Firewall Module	End Of Sale as of April 2009 End Of Features[1] as of April 2010 End Of Maintenance as of April 2011 End Of Support as of April 2012
8.	SecureFlow®	End of Sale as of March 31, 2010 End of Maintenance as of March 31, 2012 End of Support as of March 31, 2013

Line Item	Product Line	Life Cycle Stage
9.	AppDirector on Application Switches 1 and 2	End Of Sale as of January 2011 End Of Maintenance as of January 2013 End Of Support as of January 2014
10	AppDirector on Application Switches 4 and 5	End Of Sale as of July 2011 End Of Maintenance as of July 2013 End Of Support as of July 2014
11	DefensePro on Application Switches 4,5	End Of Sale as of January 2011 End Of Maintenance as of January 2013 End Of Support as of January 2014
12	LinkProof on Application Switches 1,2,3, 4	End Of Sale as of January 2011 End Of Maintenance as of January 2013 End Of Support as of January 2014
13	Alteon Application Switch Series 2 and 3	End Of Sale as of October 1, 2012 End of Maintenance as of October, 2014 End of Support as of December 31, 2016
14	Alteon Application Accelerator 510/610	End Of Sale as of October 1, 2012 End of Maintenance as of October, 2014 End of Support as of October 1, 2015
15	AppXML on XS3	End Of Sale as of October 1, 2012 End Of Maintenance as of October 1, 2014 End Of Support as of October 1, 2015
16	FastView Appliance (V1)	End Of Sale as of July 2013 End Of Maintenance as of July 2015 End Of Support as of July 2016
17	APSolute Insite ManagePro	End Of Sale as of July 2013 End Of Maintenance as of July 2015 End Of Support as of July 2016
18	CID on Application Switches 1, 2, 3, 4, 5	End Of Sale as of April 2013 End Of Maintenance as of April 2015 End Of Support as of April 2016
19	DefensePro on Security Platform 1 (SP1, Mini DP)	End Of Sale as of April 2013 End Of Maintenance as of April 2015 End Of Support as of April 2016
20	DefensePro x016 with DME Platforms	End of Sale as of July 1 2014 End of Maintenance as of July 1 2016 End of Support as of July 1 2017
21	AppWall on OnDemand Switch 1 XL Platform	End of Sale as of July 1 2014 End of Maintenance as of July 1 2016 End of Support as of July 1 2017

Line Item	Product Line	Life Cycle Stage
22	AppDirector on OnDemand Switch 1	End of Sale as of October 1 2014 End of Maintenance as of October 1 2016 End of Support as of October 1 2017
23	Alteon 4416	End of Sale as of April 1 2015 End of Maintenance as of April 1 2017 End of Support as of April 1 2018
24	Alteon 10000 Platform	End of Sale as of October 1 2016 End of Maintenance as of October 1 2018 End of Support as of October 1 2019
25	AppXcel XS1, XS2, XS3 [2]	End of Sale as of January 1 2016 End of Maintenance as of January 1 2018 End of Support as of January 1 2019
26	LinkProof Branch	End of Sale as of January 1 2017 End of Maintenance as of January 1 2019 End of Support as of January 1 2020
27	CID on OnDemand Switch 3	End of Sale as March 1 2017 End of Maintenance as of March 1 2019 End of Support as of March 1 2020
28	Alteon Application Switch FastView for SAP[3]	End of Sale as February 15 of 2017 End of Maintenance and Support as of December 31 of 2019

1 End of Feature development for a product - relevant for products retired before January 2009

2 Life Cycle Stage in Japan:

- End of Sale as of October 1 2016

- End of Maintenance as of October 1 2018

- End of Support as of October 1 2019

3 The retired dates are based on Major Software Version Lifecycle

Non-Supported MD and EoL Alteon Products

Below is a list of products, announced Manufacturing Discontinued (MD) or End of Life (EoL) by Nortel, that are NOT supported:

- Link Optimizer

- Accelerator Cache

- Content Cache

- Content Director

- Content Manager

- 180

- 180 Plus

- 180 E

- 184 MD

- AD3

- AD4

- Alteon SSL Accelerator 100, 310, 410

- Alteon SSL Accelerator FIPS

In addition, Virtual Services Switch (VSS) 5000 was not released by Nortel and is not supported.

Radware Legacy Certainty Support Program

The following is a description of the Legacy Certainty Support levels:

- **Certainty Support Level 1 (CL1)** — Provides business day access to Technical Support Center services and technical documentation, either via the Web, email or direct phone support during weekdays, 9am to 5pm (excluding holidays). New releases of software, including new features and maintenance releases, are available for units covered under the Certainty Support program. In addition, for units covered under Certainty Support Level 1, the standard hardware warranty is extended after the expiration of the initial term to match the term of the CL1 Agreement.

- **Certainty Support Level 2 (CL2)** — Expands CL1 access to the Technical Support Center to 24 hours a day, 7 days a week, 365 days per year.

- **Certainty Support Level 3 (CL3)** — Adds next business day replacement of failed hardware to CL2 level and waives customer shipping costs. Next business day availability is location dependent – refer to the Global Availability Table for details.

- **Certainty Support Level 3-S (CL3-S)** — Adds next business day replacement of failed hardware by on-site technician to CL3 level. Next business day availability is location dependent – refer to the Global Availability Table for details.

- **Certainty Support Level 4 (CL4)** — Adds next business day on-site support from Radware Engineering. Availability is location dependent – refer to the Global Availability Table for details.

- **Certainty Support Level 5 (CL5)** — A spare unit located on-site while a new unit is shipped next business day.

- Only for Alteon legacy platforms 2208, 2216, 2424, 2424-SSL, and 3408, either an on-site spare or 4-hour unit replacement is offered (available only in select areas). Refer to Certainty Support Levels for details.

- **Certainty Support Level 5-S (CL5-S) (Applies only to Alteon legacy platforms 2208, 2216, 2424, 2424-ssl, and 3408)** — Adds on-site technician support within 4 hours to CL5 (available only in select areas). Refer to Certainty Support Levels for details. (CL5-S is offered at a 25% additional cost to CL5).

The table below summarizes the program by level:

Table 17 ─ Certainty Support Levels

Level	Support	SUS[9]	Software	Hardware	On-site Support		
CL1	5 days a week, 8 hours a day (in your local time zone, excluding holidays)	No	Features & Maintenance Releases	Standard Warranty[1]	No		
CL2	7 x 24	Yes	Features & Maintenance Releases[7]	Standard Warranty[1]	No		
CL3	7 x 24	Yes	Features & Maintenance Releases[7,8]	Next Business Day Replacement[2,7]	No		
CL3-S	7 x 24	Yes	Features & Maintenance Releases	Next Business Day Replacement[2]	On-site technician with Unit Next Business Day		
CL4	7 x 24	Yes	Features & Maintenance Releases	Next Business Day Replacement[2,]	Next Business Day Radware Certified Engineer[5]		
CL5	7 x 24	Yes	Features & Maintenance Releases	Next Business Day Replacement[2,4]	Spare Unit On Site[4]		
CL5[6]	7 x 24	Yes	Features & Maintenance Releases	Next Business Day Replacement[2,4]	4-hour Unit Replacement[3]	or	Spare On Site[4]
CL5-S[6]	7 x 24	No	Features & Maintenance Releases	Next Business Day Replacement[2,4]	On-site Technician Within 4 Hours[3]		

Notes:

- **Note 1** ─ The Standard Warranty converts to an Extended Warranty at the end of the initial term and the date is revised to match the term of the Certainty Support Agreement.

- **Note 2** ─ The Standard Hardware Warranty converts to an Extended Warranty at the end of the initial term and provides next business day unit replacement for all units covered in the program. Availability is location dependent – refer to the Global Availability Table.

- **Note 3** ─ Availability is location dependent – refer to the Global Availability Table.

- **Note 4** ─ Requires purchase of at least four (4) similar units at Certainty Level 5. Similar units are the same product with a common hardware configuration (platform and port configuration). The four units must be installed at the same location as the on-site spare.

For countries where CL3 is not available (see Global Availability Table), Unit Replacement is provided, but on-site delivery is not guaranteed for one business day.

- **Note 5** — In Japan, when purchasing Certainty Level 4, the on-site Radware certified engineer option is not available. Instead, unit replacement is provided within 4 hours in selected areas. Refer to the Global Availability Table for details.

- **Note 6** — Applies only to Alteon legacy platforms 2208, 2216, 2424, 2424-SSL, and 3408.

- **Note 7** — Until further notice, Radware offers CL2 for FastView Virtual Appliances products and up to CL3 for FastView Hardware Appliances. Legacy Strangeloop customers with Standard support are entitled to Certainty Level 2, which includes enhanced Support hours coverage (24x7 support by Certainty Level 2, while Strangeloop Standard support offered 5x9 coverage).

- **Note 8** — Alteon NG CL3 covers the FastView configuration with Classic acceleration. FastView is designed to provide more acceleration, however Web Performance Optimization (WPO) expertise is required in order to get maximum acceleration for your site. Radware highly recommends you contact Radware support to get the most out of FastView (additional setup fee required).

- **Note 9** — SUS is an optional subscription that is eligible for customer purchased CL2 and above.

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