Premium Support

Maintaining your security infrastructure is a mission-critical task. Our Customer Support and Maintenance programs are designed to ensure that traffic flows smoothly and securely across your network. When problems arise, our dedicated Support Services team will quickly and proficiently resolve any questions or challenges.

As an industry leader, our comprehensive set of Support Services underscores our commitment to the ongoing success of your Palo Alto Networks infrastructure. With business-critical Customer Support options, 24/7 availability, and a global network of support centers and parts-replacement depots, organizations of all sizes and complexities around the world can rely on Palo Alto Networks Customer Support Services for fast and dependable service.

Benefits

- Improved system availability with continual software enhancements and outstanding responsiveness.

- Increased uptime and expedited issue resolution with Palo Alto Networks specialists augmenting your internal technical resources.

- Optimized security architecture to reduce and prevent security events.

- Improved operational efficiency.

- Enhance your investment in your internal IT resources with access to technical support by phone and online.

Premium Support: Service Overview

The Palo Alto Networks Premium Support offering enhances your in-house resources with technical experts available to support your Palo Alto Networks security infrastructure. This support level also gives you access to Security Assurance to assist when security incidents occur and you need to augment your staff with security experts.

Premium Support is ideal for organizations that want to work directly with Palo Alto Networks to address their support needs with 24/7, year-round assistance as well as keep up to date with the latest upgrades and updates.

Features

Premium Support provides access to:

- **Feature releases and software updates:** Stay current with the latest features and software updates.
- **Subscription services updates:** To ensure your Palo Alto Networks deployment stays up to date, you can configure devices to automatically download App-ID technology, URL Filtering, DNS Security, Threat Prevention, and WildFire service updates. Alternatively, these updates can be downloaded and manually applied.
- **Security Assurance:** In the event you detect suspicious activity in your network, Security Assurance gives you access to our security experts with unique threat intelligence tools and practices for your Palo Alto Networks footprint. Our team will help orient initial investigations, facilitate the collection of logs and indicators of compromise (IoCs), while expediting hand-off to your preferred incident response (IR) vendor. See our End User Support Agreement for the latest details.
- **Direct access to product experts:** Interact with a support engineer trained to quickly understand and resolve your unique challenges.
- **Premium Support availability:** Enjoy 24/7 support for issues of all severities with Platinum senior engineers available around the clock to assist.
- **Online Customer Support Portal:** A feature-rich platform provides access to product documentation, problem resolution databases, peer-to-peer interaction, and support case management.

Table 1: Palo Alto Networks Support Offering Summary		
Support Comparison	**Premium**	**Platinum***
1. Technical Support		
Telephone Support	24/7	24/7
Call Response Time		
Severity 1: Critical Product is down, and customer production environment is critically affected. No workaround available yet.	< 1 hour	< 15 minutes
Severity 2: High Product is impaired, and customer production is up but impacted. No workaround available yet.	2 hours	< 30 minutes
Severity 3: Medium A product function has failed; customer production is not affected. Support is aware of the issue, and a workaround is available.	4 hours	< 2 hours
Severity 4: Low Noncritical issue. Does not impact customer business. Feature, information, documentation, how-to, and enhancement requests from customer.	8 hours	< 4 hours
Support Specialist Type	Support Engineer	Senior Engineer
RMA (NBD included, 4-hour service optional)	NBD | 4 Hr.	NBD | 4 Hr.

Table 1: Palo Alto Networks Support Offering Summary (continued)		
Support Comparison	Premium	Platinum*
2. Security Assurance Incident Support		
Assisted security investigations	•†	•
Advanced log and IoC analysis	•†	•
Next steps recommendations	•†	•
3. Expert Assistance		
Prescheduled event support	—	•
On-site assistance for critical issues (after remote troubleshooting)	—	•
Failure analysis (HW)	—	•

*   Investment minimum required.

†   Other restrictions may apply. Please see our EUSA for details.

- **Case management:** Submit, update, check status, and manage support cases for all your supported Palo Alto Networks products via the online Customer Support Portal.
- **Documentation and FAQ:** Access product manuals, technical guides, software release notes, and frequently asked questions (FAQ) to streamline operations and incident resolution.
- **Next-business-day delivery for parts and hardware replacement:** Get fast turnaround for hardware replacement. Note: The Next-Business-Day Delivery Service is subject to certain limitations. Please see the Return Materials Authorization (RMA) Process Policy for details.
- **(Optional) 4-hour RMA service for parts and hardware replacement:** For an additional fee, hardware replacement services can be upgraded to a 4-hour shipment for a rapid RMA turnaround. 4-Hour Premium Support RMA is an optional upgrade to Premium Support for customers and data centers requiring mission-critical response times that are located within a specified range of a Palo Alto Networks service location. With the optional upgrade to 4-Hour Premium or 4-Hour Partner Premium Support, Palo Alto Networks will make commercially reasonable best efforts to deliver replacement component hardware to you within four hours from issuance of an RMA, 24/7, year-round.

Customer Support Services Program

Palo Alto Networks provides you with a range of several customer support and maintenance options designed to meet the unique needs of your business:

- Standard Support (US only)
- Premium Support
- Platinum Support
- Focused Services
- On-Site Spares Hardware Program

Whichever support and maintenance plan you choose, you will experience our commitment to delivering the highest level of customer service. The goal of our program is to minimize business disruption, maximize protection, and increase the value of your investment.

Partner Enabled Premium Support

In addition to Standard or Premium Support delivered directly by Palo Alto Networks, you may choose a technical support offering from a Palo Alto Networks Authorized Support Center (ASC). ASC-designated partners provide Level 1 and 2 support with the added value of local language, multivendor, or customized support that complements Palo Alto Networks offerings.

When you choose support from an ASC, Palo Alto Networks will provide the partner with Partner Enabled Premium Support to enable them to better support you. This gives the ASC advanced support, 24/7, year-round coverage, and next-business-day shipment or 4-hour advanced replacement services.

More Information

To learn more about Palo Alto Networks Support offerings, visit paloaltonetworks.com/support or contact your local account manager. For product information, visit https://www.paloaltonetworks. com/products/products-a-z.

Why Palo Alto Networks?

Palo Alto Networks is committed to your success in preventing successful cyberattacks. Our award-winning services organization gives you timely access to technical experts and online resources to ensure your business is protected. We take our responsibility for your success seriously and continuously strive to deliver an exceptional customer experience. Our entire services organization and Authorized Support Centers are there to ensure maximum uptime and streamlined operations.

2015–2021: Palo Alto Networks, Inc. has been recognized by J.D. Power for seven consecutive years for providing "An Outstanding Customer Service Experience" for its Assisted Technical Support.

2015–2021: TSIA certification recognizes that Palo Alto Networks meets the highest industry support standards and has achieved Global Rated Outstanding Assisted Support for a seventh consecutive year.