

## Service Highlights

- » Priority diagnostics
- » Parts replacement in as little as 4 hours
- » Status tracking
- » Onsite technicians
- » Worldwide Availability

## Vyatta Hardware

Vyatta hardware is thoroughly tested and quality checked to ensure extended, trouble-free service. Even so, hardware failures can occur and without warning. Vyatta hardware services give you the peace of mind that your Vyatta hardware is protected and that you can recover from hardware failure with a minimum of disruption.

Vyatta hardware services provide an additional level of support for customers choosing Vyatta integrated networking appliances. Vyatta hardware services go beyond warranty parts replacement to provide priority diagnostics, proactive management and tracking of hardware issues and, optionally, expedited replacement parts and onsite technicians. With Vyatta hardware services, you can protect your hardware investment and minimize downtime for critical and non-critical network environments while maintaining a single point of contact at the Vyatta Technical Assistance Center.

## Standard Hardware Service Plan

The Standard Hardware Service Plan is designed to complement Vyatta subscriptions by adding hardware diagnostics services during the same contact hours as your Vyatta software subscription. Features include extended hardware diagnostics, next business day parts & technician, e-mail status tracking and worldwide availability.

- » 5x12 or 7x24 calling hours (based on Vyatta subscription level)
- » Next business day replacement day parts & labor
- » E-mail status tracking

## Expedited Hardware Service Plan

The Expedited Hardware Service Plan provides Vyatta customers with the perfect complement to the Vyatta Premium Subscription plan that is designed for mission-critical environments that require the fastest response times. The Expedited plan includes 7 x 24 hardware diagnostics and a 4-hour response time for replacement parts with an on-site technician to complete the repairs.

- » 7x24 calling hours
- » 4-hour replacement parts with on-site technician
- » E-mail status tracking

## About Vyatta

Vyatta has reintroduced innovation to the networking industry by leveraging open source technologies and the performance increases of x86-based processors. This innovation has allowed Vyatta to create routing and security appliances that scale from the branch office to the service provider edge, use standard x86-based Intel/AMD hardware and components, run in VMWare, Xen and Hyper-V virtual environments and allow users to customize networks. Oh, and all of that can be done for a fraction of the cost of proprietary systems. For more info, visit <http://www.vyatta.com>.



## Service Plan Details

Service Description	Standard Service Plan	Expedited Service Plan
Replacement Parts	Next Business Day	Included
Onsite Tech Coverage	Next Business Day	Included
Priority Hardware Diagnostics	Priority 5x12, 7x24 emergency***	Priority 5x12, 7x24 emergency***
Status Tracking	Included	Included
Recommended Usage	Daily Business	Mission Critical
Available with Vyatta Subscriptions	All (premium, enterprise, professional)	Premium only
Availability	Worldwide	Major Metro Areas Worldwide

\* Diagnostics completed and parts ordered on a business day prior to 3pm will result in parts delivery on the following business day applies to most major metro areas

\*\* 4 hour parts and tech coverage available in most major metro areas, contact your Vyatta sales representative to verify that your region is covered

\*\*\* 7x24 Emergency diagnostics is only available to Vyatta Premium Subscription customers