

Palo Alto Networks Support Options



Compare Palo Alto Networks Support to GoldSeal

Offering	GoldSeal Premium	GoldSeal BOH	GoldSeal Incident
Office Hours Availability	9 a.m. – 5 p.m. local time (Continental U.S.) 24x7 P1 and P2	9 a.m. – 5 p.m. local time (Continental U.S.) 24x7 P1 and P2 afterhours will be charged at time an half	9 a.m. – 5 p.m. local time (Continental U.S.)
Language	ENG	ENG	ENG
Documentation	Access to product documentation including: product manuals, technical guides, FAQs, software release notes		
Online Tools	Access to online tools including: problem resolution databases, peer-to-peer interactions, customer support case management	Access to online tools including: problem resolution and customer support case management	Access to online tools including: problem resolution and customer support case management
Subscription Services	Access to subscription service updates to automatically download app-ID, URL database, threat prevention and WildFire updates		
Usage		BH: 30 min minimum, 15 min increments per call; OOH: 1 hr min, 30 min increments per call	One incident per issue
Updates	Access to Feature releases and software updates		
Support Resources			
Service Desk Engineer	•	•	•
Designated Technical Support Engineer	Optional		
Upgrade and Release Planning	Optional	•	
Reporting			
Customer Generated Reports	•	•	•
Service Delivery Reporting, Quarterly	Optional	•	Optional
Service Delivery Reporting, Quarterly Review, Remote	Optional	•	Optional
Annual Health Check and Report	Optional	•	
Access Method			
Online Portal Access	•	•	•
Hardware Replacement			
Advanced Replacement – Next Business Day Ship	•		
Hardware Replacement – 4 hours	Optional		

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Compare Palo Alto Networks Support to GoldSeal (continued)

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OnSite Resources			
On-site Technician for Replacement Part Install, Scheduled	Optional	Optional	Optional
Smart Hands Dispatch	Optional	Optional	Optional
Training			
Help-Desk Assistance Remedial – Knowledge Transfer	•	•	
Customized Product Training	Optional	•	
Product Certification Training	Optional	Optional	
Service Type			
Annual Support Agreement	•		
Prepaid Block of Time		•	
Pre-purchased Incidents			•
Support Elements			
Support Eligability – Reseller	•	•	•
Support Eligability – End User	•	Optional	
Email Support – 1 Business Day	•	•	•
Tier I Support	•	•	•
Tier II Support	•	•	•
Tier III Support	•		
Tier IV Support	•		
Escalation Support, 8x5	•	Optional ¹	Optional ¹
Software Updates	•		
TAC Engagement – Web Portal and Telephone Support	•	•	•
Resource Reservation		•	
Critical Incident Response / Active Intrusion / Attack / Crisis Resolution	Optional		
Additional Support Features			
Assisted Remote Access	•	•	•
Service Level			
Standard Service Level Objectives	•	•	•
Additional Services			
Asset Tracking	Optional		
MAC Assist – Basic	Optional	•	
MAC Assistance – Complex	Optional	•	
Proactive End-of-Life Monitoring	Optional		

¹ Requires an existing manufacturer maintenance contract and letter of agency