



BlueTouch™ Service Option: PREMIUM/PREMIUM PLUS

Service Description Summary

Products covered under Premium and Premium Plus Service are entitled to 24/7 technical phone and Web-based support (BlueTouch Online), 4 hour hardware replacement, and all major and minor software releases for purchased software.

Technical Support

Products covered under Premium and Premium Plus Service will be entitled to 24/7 technical phone support for an unlimited number of incidents, which includes Web-based support (BlueTouch Online). Response time will vary depending upon case priority. Please refer to Blue Coat's product support policy for additional details.

Blue Coat Systems will provide quality technical support in accordance with generally recognized business practices and standards. Technical support will provide assistance in the usage of covered equipment and software including, identification of equipment, software or hardware problems, and downloading of software updates. Support may also include logging into customer systems for diagnosis of problems or providing a work-around whenever possible.

PREMIUM Hardware Replacement

Products covered under Premium Service will be entitled to replacement of hardware prior to Blue Coat Systems receiving the faulty hardware. Once a replacement is deemed necessary by Blue Coat Technical Support and a RMA request is received, a complete unit or a specific part will arrive within 4 hours during regular business hours (9-5 local time). The RMA request must be received prior to the cut-off time.

- > Delivery of the part or unit will take place within 4 hours of the request during normal business hours, if approved prior to 1:00 pm local time.
- > For requests received or verified by Blue Coat Technical Support after the RMA cut-off time, the part or unit will be delivered by 12:00 pm the next business day.

PREMIUM PLUS Hardware Replacement

Products covered under Premium Plus Service will be entitled to replacement of hardware prior to Blue Coat Systems receiving the faulty hardware. Once a replacement is deemed necessary by Blue Coat Technical Support and a RMA request is received, a complete unit or a specific part will arrive within 4 hours 24/7. The RMA request must be received prior to the cut-off time.

Onsite Option

The Blue Coat field technician onsite option is available with the Premium and Premium Plus Service for purchase at the time of placing the service contract order (not on demand). A technician will be dispatched to the site in coordination with the hardware delivery.

Return Process

Customer will be responsible for shipping inoperable units back to Blue Coat Systems immediately after the replacement is received. A return packet will be provided by Blue Coat to assist with the return of the inoperable unit. The inoperable unit should be returned to Blue Coat within 10 business days. If the inoperable unit is not returned to Blue Coat Systems within 30 business days of receipt, the Customer shall pay the list price per unit as stated in the then-current Blue Coat Systems, Inc. price list. Customer's failure to pay the invoice or return the equipment promptly will result in the suspension of services by Blue Coat Systems.

Replacement hard disk drives are to be returned back to Blue Coat Systems in accordance with the support services terms and conditions. Blue Coat's standard operating procedure is to ensure data resident on the magnetic disk are destroyed through several failure verification tests. Customers concerned with data sensitive material may elect to discard the hard disk drive under their own accord, in compliance with local environmental regulations. The maximum number of hard disk drives not returned in a one (1) year period is one per system serial number. Hard disk drives not returned beyond the allotted amount will be invoiced to the customer at \$500 per occurrence, if not returned within 30 days. Part number for this activity is 070-08108.



Software Updates

Customer is entitled to access and receive all major and minor releases of Blue Coat Systems software updates and release notes for purchased software. All software provided pursuant to a Service Option will be governed under the same terms and conditions as set forth in the license agreement accompanying the original software licensed by Customer. Customer has the right to duplicate documentation for its own internal use, provided that all copyright, trademark, and other proprietary rights notices are also reproduced in the same form and manner as on the original media provided.

Customers should be running an active operating system to ensure Blue Coat Technical Support is able to provide software support. The last two Generally Available dot releases for an operating system are considered active versions unless declared as End of Availability on the Blue Coat Systems download site. When the third dot release of a minor release is generally available, the previous minor release will be declared inactive. Please refer to the Blue Coat Product Support Policy for greater detail and examples.

Service Responsibilities at Service Start Date

- > Provide initial welcome letter (describing services and terms purchased).
- > Provide Customer with a contract number and unique password that enables access to BlueTouch, a protected area of the Blue Coat Systems Web site.
- > Provide Customer with instructions on how to contact Blue Coat Systems to obtain technical phone support and hardware replacement.

Service Responsibility During the Service Period

- > Respond to Customer requests for technical phone support based upon priority level and associated response time of Customer's initial contact when initial contact is made via telephone or on-line, 24/7.
- > Verify Customer RMA requests via Technical Support and coordinate replacement hardware shipments within the contracted time frame.
- > Provide access to all released Software Updates for Customer purchased software at <http://download.bluecoat.com/>

Service Limitations

Service Level Agreement

All Premium and Premium Plus Service Options must be reviewed and approved by Blue Coat Systems prior to purchasing from Blue Coat Systems. Failure to validate a specific product installation location or products moved to a new installed location (without notification) may result in hardware delivery delays and Blue Coat is not responsible to meet the required service level.

Technical Support

Technical phone support will be provided in English 24/7, accessible worldwide. Local language capabilities will vary dependent upon the region and time of call. Technical support is provided for break/fix issues.

Eligible Products

This service plan is available on Blue Coat products purchased after June, 2006 (including PacketShaper appliances sold since August 2008, IntelligenceCenter and PolicyCenter). It is not available on: NetCache, RA, SG400s, AV400s, SG800s, AV2000s, SG8000s, Director 800 products.

Related Documents

- > Product Warranty and Product Support Policy are located at <http://www.bluecoat.com/support/>
- > For Terms & Conditions please refer to your Service Agreement.