




Support Tiers

Aligned to Customer Needs

	FOUNDATION SUPPORT 	PREMIUM SUPPORT  
SUPPORT CHANNELS	8x5 (Mon–Fri) via email, phone, portal, and knowledge base	24x7x365 global support via all channels
RMA (REPAIR & REPLACE)	Advanced Hardware Replacement	Advanced Hardware Replacement
FIRMWARE & SOFTWARE UPDATES	Full access to latest releases	Full access to latest releases
SCHEDULED SUPPORT / SLAS	Guaranteed response times for critical issues	Highest-priority SLAs
DEDICATED ADVOCATE	—	Yes – for accounts with 1,000+ Opengear appliances
PROFESSIONAL SERVICES	—	60 hours/year for accounts with 1,000+ nodes (config, automation, consulting, etc.)
MINIMUM ORDER QUANTITY (MOQ)	None	None

Hardware warranty note (standard with all support packages):

Every Opengear appliance includes a **5-year Standard Hardware Warranty**, extendable to 7 years

Warranty includes **firmware access, portal access, and RMA eligibility**

Support package selection is **required at time of purchase**

Foundation Technical Support

Components & Eligibility

Foundation Support Components

8x5 Regional Live Support

- Available in APAC (AEST), Americas (MT), and EMEA (CET)
- Support channels: Phone, Email, and Portal access
- Includes access to knowledge base and documentation

Advanced Hardware Replacement (RMA)

- Replacement ships before the faulty unit is returned
- Limit of 2 outstanding RMAs per customer; beyond that, standard return-and-replace applies

Service-Level Agreements (SLAs)

- Defined response times and resolution expectations

Ongoing Access to Updates

- Firmware and software updates provided through the support portal

Customer Requirements & Term Options

REQUIREMENT

DETAILS

Minimum Term

1-year Foundation Support required with every new appliance

Available Terms

1-, 2-, 3-, 5- and 7-year SKUs available

Renewals & Co-Terming

Align support with Lighthouse subscriptions and hardware warranties

Max Coverage

Support coverage can extend up to **7 years** total

Foundation Technical Support

Coverage by Region

Hours of Operation & More

Region:	APAC	Americas	EMEA
Time zone:	Australian East Time (AEST)	All Zones	Central European Time (CET)
Operational Hours:	8 AM - 5 PM AEST	8 AM - 5 PM	8 AM - 5 PM CET
Days of Operation:	Monday to Friday	Monday to Friday	Monday to Friday
Contact:	+61 (7) 2145 6221	+1 (855) 671-1337	+49 892 620 97748

Priority Definitions

CATEGORY	DEFINITION
Critical (Priority 1):	Severe outage, no workaround, or DOA unit
Medium (Priority 2):	Covers all the situations

International shipments may extend beyond 14 days due to customs 24 hours post-Tier 1 troubleshooting