




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**

Premium Technical Support

Proactive Expertise for 24x7 OOB Resilience

Premium Support Components

- ▶ **24x7x365 Technical Support:** Global phone, email, and portal access to Opengear’s support team
- ▶ **Priority Escalation:** Direct escalation to Tier 2 / Tier 3 engineers for critical issues
- ▶ **Advanced RMA:** Up to 5 outstanding advance replacements shipped prior to return of defective units
- ▶ **Dedicated Technical Support & Professional Services.**
 Expert services include:
 - Configuration
 - Remote installation
 - Firmware/software upgrades
 - Automation scripting
 - Custom consulting (e.g., playbooks, integrations)
- ▶ **For accounts with 1,000+ appliance:**
 - Includes 60 hours/year of professional services
 - Capped at 20 hours/quarter

Customer Requirements & Term Options

REQUIREMENT	DETAILS
Support Required	1-year purchase of Foundation or Premium Support with each new appliance
Term Options	Premium available in 1-, 2-, 3-, 5- or 7-year terms (fees based on premium resource delivery cost)
Renewal Flexibility	Co-termining available with existing warranties and Lighthouse subscriptions
Contract Benefits	Multi-year contracts offer significant discounts

Premium Technical Support

Now with SLA Assurance

PRIORITY	SERVICE TIME	INITIAL RESPONSE	SUBSEQUENT RESPONSE	RMA	NEUTRALIZATION TIME	FINAL RESOLUTION	UPDATE FREQUENCY	SLA
Critical (P1)	24x7x365	<ul style="list-style-type: none"> Up to 15 min (Portal) Up to 30 min (Email) 100% Phone/Chat with callback 	< 1 Hour	<ul style="list-style-type: none"> US: Next business day Intl: 2 days* 	96 hrs**	2 Weeks***	60 min	99%
Major (P2)	24x7x365	Same as Critical	4 Hours	<ul style="list-style-type: none"> US: Next business day Intl: 2 days* 	120 hrs	4 Weeks	4 hrs	95%
Minor (P3)	Business Hours	Same as Critical	48 Hours	<ul style="list-style-type: none"> US: Next business day Intl: 2 days* 	Not Applicable	6 Months	2 Business Days	N/A

Priority Definitions

CATEGORY	DEFINITION
Critical (Priority 1):	Severe outage, no workaround, or DOA unit
Medium (Priority 2):	Partial limitation with a workable bypass
Minor (Priority 3):	RMA requests, minor configuration assistance, or feature requests

* International shipments may extend beyond 14 days due to customs

** 24 hours post-Tier 1 troubleshooting

*** Or as agreed by both parties