Standard Warranty Program

WARRANTY PROGRAM FEATURES

Overview

Customers receive support via phone, email, and web services. Infoblox provides assistance with initial product deployment and configuration, answers questions related to product features, diagnoses and corrects software errors, and provides configuration or software workarounds when applicable. Infoblox support technicians may also remotely log into a customer's system to help diagnose customer reported problems and/or deploy software patches and updates.

E-mail Support

Customers may request assistance from Infoblox technical support via email at support@infoblox.com. Please note that for Priority 1 (defined below) issues, customers are encouraged to contact Infoblox via its toll-free phone number. All email incident reports are logged into the Infoblox support CRM database and are addressed based upon the priority of the issues. The response time guidelines for warranty services are provided in Table 1.

Web Support

Our web portal, accessed via support.infoblox.com, provides many resources for customer self-service. The portal contains an online searchable knowledgebase, downloadable tools for administering your Infoblox products, and a web-enabled CRM that allows users to log new support incidents and check the status of previously submitted incidents on a 24 x 7 basis.

Telephone Support

Telephone technical support is available 24 x 7, 365 days a year for all Priority 1 issues. All lower priority issues are handled between the hours of 6:00 a.m. and 6:00 p.m. PST. Customers in North America can contact us toll-free at 1-888-463-6259. Customers calling from outside North America can contact Infoblox technical support at +1-408-716-4300. Infoblox technical support will respond to telephone inquiries using the Service Level Agreement provided in Table 1.

Software Maintenance and Upgrades

Customers under Standard Warranty are entitled to all software patch releases, maintenance releases, and new upgrade releases applicable to the customer's hardware platform. Notification for new maintenance and upgrade releases is provided electronically by Infoblox technical support. Customers must register their products online at http://register.infoblox.com in order to receive such communications from Infoblox.

WARRANTY SUPPORT

Hightlights

The Infoblox Standard Warranty Program is targeted to customer testing and prototyping environments. The program provides:

- Replacement of defective hardware. Simply return the hardware and Infoblox will repair or replace the unit.
- 90 days of web-based support for installation and configuration assistance.
- 90 days of software updates.
- Access to web-based support for bugs or incompatibilities through the online support center or email 24 hours/ day, 365 days/year.
- Telephone support for priority one issues only (first 90 days for software, first year for hardware).

RMA Specifications

While RMA units are typically shipped with Next Business Day delivery, due to local customs regulations units may not be delivered until local customs clearances are completed. The RMA process is outlined below:

- Customer contacts Infoblox Support to receive approval for an RMA.

- Then, the customer must ship the RMA unit back to Infoblox.

- Upon receipt of the RMA unit, Infoblox will ship a replacement unit to the customer. All hardware units shipped as exchange replacements from Infoblox will be shipped at no cost to the customer and will be comprised of standard or reconditioned components of equal or greater quality, revision level, and/or functionality than the failed customer unit. For hardware failures that occur in the first 90 days of operation, Infoblox will replace the unit with a new unit.

SUPPORT SERVICE INITIATION

The service period commences once the product is shipped from Infoblox or from one of its authorized resellers or integration partners. Before initiating a service request the customer must:

- Register all Infoblox products via the online registration page at http://register.infoblox.com.

- Upon receipt of the registration request, Infoblox support will create a user ID and password enabling access to the Infoblox support portal. Infoblox handles all registration requests within one business day.

- Infoblox will provide the customer with a unique contract ID that the customer can use for all subsequent interactions with Infoblox support.

Table 1. Service Level Agreement				
Priority	**Definition**	**Initial Response Time***	**Commitment (Infoblox and Customer)**	**Resolution Targets**
1	Operation/Service down or critically impacted. No known workaround.	1 Hour (24 x 7, 365 days a year)	Infoblox and customer will commit necessary resources to fix problem or obtain a workaround.	Emergency bug fix (EBF) if necessary. Fix included in next release.
2	Operation affected, but not down. Impact may be high. Workaround may be available.	2 Hours	Infoblox and customer will commit resources during normal business hours to resolve issue or obtain workaround.	Fix included in future release.
3	Moderate to negligible impact. No impact to business.	2 Hours	Infoblox and customer will commit necessary resources during normal business hours to restore operation to satisfactory levels.	Schedule for future release if necessary.
4	Request for information, documentation issues, and enhancement requests.	2 Hours	Request-dependent.	Request-dependent.

LATEST FEATURES

Infoblox is continuously innovating support along with our products. For the latest features of the Platinum Support Program, please point your browser to http://support.infoblox.com.

---

infoblox.

Infoblox unites networking and security to deliver unmatched performance and protection. Trusted by Fortune 100 companies and emerging innovators, we provide real-time visibility and control over who and what connects to your network, so your organization runs faster and stops threats earlier.

Corporate Headquarters
2390 Mission College Blvd, Ste. 501
Santa Clara, CA 95054

+1.408.986.4000
www.infoblox.com

Version: 20230919v1