

# Forsythe Support Matrix



| Feature  | SleepEasy                      | Silver    | Gold (Plus)  | Platinum (Plus) | Co-Managed    |
|--|--------------------------------|-----------|--------------|-----------------|---------------|
| Telephone support hours of operation                       | Weekday overnight and weekends | 8 x 5     | 12 x 5 *     | 24 x 7 *        | 24 x 7        |
| Multi-vendor support                                       | Yes                            | Yes       | Yes *        | Yes *           | Yes           |
| Web-ticketing portal                                       |                                | Yes       | Yes *        | Yes *           | Yes           |
| Online access to support downloads                         |                                |           | Yes *        | Yes *           | Yes           |
| Easy-call hardware replacement                             | Optional                       | Optional  | Yes *        | Yes *           | Yes           |
| After-hours monitoring and support                         | Yes                            | Optional  | Optional     | Optional        | Yes           |
| Incident reporting   | Yes                            | Yes       | Yes          | Yes             | Yes           |
| Service packs, firmware upgrades, and hot fixes            |                                | Yes       | Yes          | Yes             | Yes           |
| Proactive technical reviews                                | Optional                       | Optional  | Optional     | Yes **          | Yes **        |
| Technical resolution review                                | Optional                       | Optional  | Optional     | Yes **          | Yes **        |
| Customized SLA's   |                                |           |              | Yes             | Yes           |
| Engineer consultations                                     | Optional                       | Optional  | Optional     | Optional        | Yes           |
| Version upgrades and feature sets                          |                                | Optional  | Optional     | Optional        | Yes           |
| Lab testing  |                                | Optional  | Optional     | Optional        | Yes           |
| 24 x 7 x 365 supported device monitoring                   |                                |           |              | Optional        | Yes           |
| Firewall assessment and policy guideline reviews           |                                |           |              | Optional        | Yes           |
| Customized reports*  |                                |           |              |                 | Yes           |
| Direct level-3 access                                      |                                |           |              | Optional        | Optional      |
| Backup and recovery of firewall configuration and policies |                                |           |              |                 | Optional      |
| Proactive firewall check-up                                |                                |           | One annually | Two annually    | Four annually |
| Response time  | Two hours                      | Two hours | Two hours    | One hour        | One hour      |

\* Included in Gold & Platinum Offering. Comparable to Nokia Access and Checkpoint Support Offerings

\*\* Limits defined in the Service Descriptions