

Support Resources

All Palo Alto Networks support programs include 24x7x365 access to our customer support portal as an integral part of the overall support offering.

Premium Support

Access to web, email and phone support resources 24x7x365, advanced replacement hardware service, and full access to software maintenance and feature releases ensures the best support for your Palo Alto Networks products.

Standard Support

Access to web, email and phone support during standard business hours, repair or replace hardware service, and full access to software maintenance and feature releases.

With the understanding that network security requires 24x7x365 operation, the Palo Alto Networks on-line support portal and support programs have been designed to help you manage your Palo Alto Networks deployments in a manner that is most effective for you and your security team.

Comprehensive On-line Support Portal

All Palo Alto Networks support programs include 24x7x365 access to our customer support portal as an integral part of the overall support offering. Online access to the latest software fixes, feature releases, software release notes, content updates, interactive knowledgebase, FAQs, case management, technical documentation and more are available through the support portal.

- **Case Management** — Submit, update, check status and manage support cases on all of your supported Palo Alto Networks products.
- **Documentation and FAQs** — Access product manuals, technical guides, software release notes and frequently asked questions (FAQs) to streamline deployments.
- **Subscription Services Updates** — To ensure your Palo Alto Networks device is kept up-to-date, devices can pull App-ID, URL database, and threat updates directly from the update servers, or they can be manually downloaded using the support portal*.
- **Software Fixes and Feature Releases** — Stay current with the latest feature updates and software fixes.
- **KnowledgePoint Access** — An interactive forum that augments the Palo Alto Networks' live support team by empowering customers with the tools to share their first-hand knowledge and experience with other Palo Alto Networks next-generation firewall users.

Annual Support Programs

Premium support program — Full access to the Support Portal and 24x7x365 phone and email support are key elements of the Premium support program. Additional elements include full access to software fixes, new feature releases and where applicable, advanced hardware replacement service with next business day shipping of replacement hardware. The Premium support program is available for the PA-4000 Series, the PA-2000 Series, the PA-500 and Panorama.

Standard support program — Access to phone and email support during business hours (7am – 6pm PST, M-F) and a return-to-factory hardware repair service are the key differences between the Premium and Standard support programs. Full access to the Support Portal is included as part of the Standard support program, in addition to software fixes and feature releases. The Standard support program is available only for the PA-4000 Series, the PA-2000 Series, and the PA-500.

Support Offering At-a-Glance

Support Offering Comparison	PREMIUM SUPPORT	STANDARD SUPPORT
Office Hours Availability (Email and Phone) After Hours Availability (Email and Phone)	12AM-7PM PST (M-F) Yes – 24x7x365 for Severity 1 issues only	7AM-6PM PST (M-F) No
Advance Replacement Service: Next Business Day Ship Return and Repair Panorama	Yes No Yes	No Yes No
CALL RESPONSE TIMES		
Severity 1 — Critical Severity 2 — High Severity 3 — Medium Severity 4 — Low	< 1 hour 2 Business Hours 4 Business Hours 8 Business Hours	< 1 hour between 7am and 6pm PST 2 Business Hours 4 Business Hours 8 Business Hours
CONTACT METHODS		
Email Phone Web Case Management	Yes Yes Yes	Yes Yes Yes
SOFTWARE SUPPORT		
Bug Fixes/Maintenance Releases Software Upgrades	Yes Yes	Yes Yes
ONLINE RESOURCES-SUPPORT PORTAL		
Technical Documentation KnowledgePoint Access Case Management Software Downloads	Yes Yes Yes Yes	Yes Yes Yes Yes
SUPPORT CONTACT INFORMATION		
Telephone	US: 1.866.898.9087 Outside the US: 408.738.7799	
Email Web	support@paloaltonetworks.com https://support.paloaltonetworks.com	

SUPPORT ORDERING INFORMATION	YEAR 1 PART NUMBER	RENEWAL PART NUMBER
Premium Support		
PA-4060	PAN-SVC-PREM-4060	PAN-SVC-PREM-4060-R
PA-4050	PAN-SVC-PREM-4050	PAN-SVC-PREM-4050-R
PA-4020	PAN-SVC-PREM-4020	PAN-SVC-PREM-4020-R
PA-2050	PAN-SVC-PREM-2050	PAN-SVC-PREM-2050-R
PA-2020	PAN-SVC-PREM-2020	PAN-SVC-PREM-2020-R
PA-500	PAN-SVC-PREM-500	PAN-SVC-PREM-500-R
Panorama (25 devices)	PAN-SVC-PREM-PANORAMA-25	PAN-SVC-PREM-PANORAMA-25-R
Panorama (100 devices)	PAN-SVC-PREM-PANORAMA-100	PAN-SVC-PREM-PANORAMA-100-R
Panorama (1000 devices)	PAN-SVC-PREM-PANORAMA-1000	PAN-SVC-PREM-PANORAMA-1000-R
Standard Support		
PA-4060	PAN-SVC-STND-4060	PAN-SVC-STND-4060-R
PA-4050	PAN-SVC-STND-4050	PAN-SVC-STND-4050-R
PA-4020	PAN-SVC-STND-4020	PAN-SVC-STND-4020-R
PA-2050	PAN-SVC-STND-2050	PAN-SVC-STND-2050-R
PA-2020	PAN-SVC-STND-2020	PAN-SVC-STND-2020-R
PA-500	PAN-SVC-STND-500	PAN-SVC-STND-500-R

*Note that URL database updates cannot be manually downloaded.



Palo Alto Networks
232 E. Java Drive
Sunnyvale, CA. 94089
Sales 866.207.0077
www.paloaltonetworks.com

Copyright ©2009, Palo Alto Networks, Inc. All rights reserved. Palo Alto Networks, the Palo Alto Networks Logo, PAN-OS, App-ID and Panorama are trademarks of Palo Alto Networks, Inc. All specifications are subject to change without notice. Palo Alto Networks assumes no responsibility for any inaccuracies in this document or for any obligation to update information in this document. Palo Alto Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice. June 2009.

840-000007-00B