

**Infoblox Premium Maintenance is tailored for customer environments that require 24 x 7 access to technical support services. This program is offered in one, three, and five year durations all of which are renewable.**

### Technical Support

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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](mailto: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 premium services are provided in Table 1.

#### Web Support

Our web portal, CASE ([support.infoblox.com](http://support.infoblox.com)), provides many resources for customer self-service. CASE is comprised of 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 Premium Maintenance 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.

### Advance Hardware Replacement

The customer is entitled to receive advance hardware replacement of defective product prior to Infoblox receiving the defective unit. For any Infoblox product that is defective in workmanship or materials, Infoblox will replace the unit with like unit from its facilities in Sunnyvale, CA or from the facilities of its integration partner(s).

For any RMA requests received before 3:00 p.m. PST, Infoblox will ship the replacement unit the same business day to arrive at the customer premises the next business day (in U.S. only). For requests processed after 3:00 p.m. PST, the replacement will be shipped out to the customer the next business day. 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. Upon receipt of the replacement unit from Infoblox, the customer must ship the RMA'ed unit back to Infoblox to arrive no later than 10 business days after the replacement unit is received. For customers outside of North America, Infoblox must receive the RMA'ed unit within 20 business days from the receipt of the replacement unit. Should Infoblox fail to receive the RMA'ed unit(s), the customer will be billed the then current Infoblox list price for the product. Non-payment by customer may result in suspension of all support services from Infoblox.

Advance replacement may not be available in all geographies. Please review the section entitled "Limitations" below for exclusions.

### 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 CASE, 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.	1 Hour	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.	1 Hour	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.	1 Hour	Request-dependent.	Request-dependent.

\* Response time targets are during business hours only for Priority 2 through Priority 4. Priority 1 issues are responded to 24 x 7, 365 days a year.

### Obtaining More Information

Information about our support programs may be obtained by contacting Infoblox sales at 1-866-463-6256 (U.S. and Canada) or +1-408-625-4200, or via email at [sales@infoblox.com](mailto:sales@infoblox.com).

#### Infoblox Product Warranty and Services

The standard hardware warranty is for a period of one year. The system software has a 90-day warranty that will meet published specifications. Optional service products are also available that extend the hardware and software warranty. These products are recommended to ensure the appliance is kept updated with the latest software enhancements and to ensure the security and availability of the system. Professional services and training courses are also available from Infoblox. Information in this document is subject to change without notice. Infoblox Inc. assumes no responsibility for errors that appear in this document.