

# iDirect Government iSupport Plans At-A-Glance

What's Included	iSupport Plans	
	Enhanced Plan (ESP)	Premium Plan (PSP)
<b>Technical Support</b>		
24/7/365 TAC Access	✓	✓
Access to iDirect Government Customer Portal	✓	✓
Access to iDirect Government TAC Website	✓	✓
Access to TAC Bulletins	✓	✓
On-Site Annual Network Health Check by Professional Services Engineer (PSE) including comprehensive network analysis and findings report <sup>1</sup>		✓
<b>Software Upgrades</b>		
Access to Service Releases	✓	✓
Access to all Major Defense-Based Releases and Defense-Based Software Releases <sup>2</sup>	✓	✓
Remote Managed Upgrade Support to plan and execute upgrades		✓
<b>Return Material Authorization (RMA) Response</b>		
30-Day Turnaround from Receipt of Equipment Under Warranty*	✓	
Advance Replacement for Hub Components <sup>3</sup>		✓
10-Day Fast Track on Satellite Routers <sup>4</sup> Under Warranty*		✓
<b>Warranty</b>		
Extended Warranty for Hub Solution Components including Hub Chassis and Line Cards <sup>5</sup>	✓	✓
<b>Security</b>		
Security Content Automation Protocol (SCAP) Support Services 2x per year for NMS and PP		✓

\*Excludes e8000 AR, e8000 AR XL and e8000 AE

## All Plans

### Note 2: Software Access

Access to commercial releases is granted by your account manager.

### Note 5: Extended Warranty on Hub-Based Hardware

Extension of the standard warranty from the date of shipment. Components must remain an iSupport plan to remain eligible. The extended warranty shall no longer be available on hub components once an end of life (EOL) date has been announced for such hub component.

## Premium Support Plans

### Note 1: On-Site Annual Network Health Check

The On-Site Annual Network Health Check is conducted in four phases: on-site consulting, data collection, data analysis and report documentation. A follow-up conference call is scheduled to review the report and discuss findings and recommendations. Travel expenses included for CONUS locations only.

### Note 3: Advance Replacement Support for Hub Components

Once TAC confirms valid RMA request, replacement components are shipped next business day (except U.S. Holidays) prior to receiving original unit back.

### Note 4: 10-Day Fast Track Response for Warranty Repairs (Satellite Routers Only)

Commercially reasonable efforts are used to provide a 10-day fast-track response. The 10 days start at the date of receipt at a designated facility, until the date of shipment from the iDirect Government designated facility.