

## iDirect Government iSupport Plans At-A-Glance

What's Included	iSupport Plans	
	Enhanced	Premium
<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 (covers CONUS travel expenses only) <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 (CONUS shipments only) <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		✓
<b>SHIELD</b>		
Provides periodic Information Assurance security updates for the 9-Series modems*		✓

\*Excludes Airborne remotes

\*\*Tactical Hub is a Line Replaceable Unit (LRU)