

iDirect Government iSupport Plans At-A-Glance

What's Included	iSupport Plans	
	Enhanced	Premium
Technical Support		
24/7/365 TAC Access	✓	✓
Access to iDirect Government TAC Portal	✓	✓
Access to TAC Bulletins	✓	✓
On-Site Annual Network Health Check by Professional Services Engineer (PSE) including comprehensive network analysis and findings report		✓
Software Upgrades		
Access to Service Releases	✓	✓
Access to all Major Defense-Based Releases and Defense-Based Software Releases	✓	✓
Remote Managed Upgrade Support to plan and execute upgrades		✓
Return Material Authorization (RMA) Response		
30-Day Turnaround from Receipt of Equipment Under Warranty*	✓	
**Advance Replacement for Hub Components		✓
10-Day Fast Track on Satellite Routers Under Warranty*		✓
Warranty		
Extended Warranty for Hub Solution Components including Hub Chassis and Line Cards	✓	✓
Security		
Security Content Automation Protocol (SCAP) Support Services 2x per year for NMS and PP		✓
SHIELD		
Provides periodic Information Assurance security updates for the 9-Series modems*		✓

*Excludes Airborne remotes

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