



BARRACUDA PREMIUM SUPPORT SERVICES

Return on Investment

With Barracuda Premium Support, potential issues like content security, unstable network connectivity, and latency are monitored to prevent issues before they happen. By offering advanced notification of the latest firmware updates and upgrades, the overall efficiency of your network will be improved, maximizing the value of your Barracuda Solution.

“ We have been with Barracuda Networks’ Premium Support for two years now. The Premium Support Engineers are very knowledgeable, provide immediate attention, and have always been a pleasure to work with. Issues are resolved quickly and their follow up provides great customer service. We highly recommend Barracuda Networks with Premium Support. ”

Systems Administrator
Missile Defense Agency

Barracuda Networks Premium Support

Barracuda Premium Support ensures that your network is running at its peak performance by providing the highest level of 24x7 technical support for mission-critical environments. You will benefit from a dedicated account manager and a team of technical engineers who will provide fast resolution of your high-priority support issues, ensuring that your equipment maintains continuous uptime.

Key Benefits of Premium Support:

- 24x7 global support
- Priority response time to resolve mission-critical issues
- Service Level Agreements (SLAs) to guarantee that issues are resolved quickly
- Dedicated support team that is familiar with your environment
- Proactive monitoring for optimal performance

Support Services Provided:

- **Barracuda Energize Updates** provide Barracuda Networks products with protection against the latest Internet threats and maintains the unit with firmware updates. Definitions are automatically delivered for spam, virus, content categories, spyware filter, intrusion prevention, IM protocols, policies, security updates, attacks, and document formats.
- **Barracuda Instant Replacement** provides an extended warranty, ensures a replacement is shipped overnight upon notification of a failed unit, assists with data migration to new unit, and provides a RAID hard disk replacement as applicable.

Value-Add Services:

- **Proactive Monitoring** provides a dedicated Premium Support team to monitor the health report of your Barracuda Networks unit(s) to anticipate any potential situation. As support issues arise, the Premium Support team works closely with highly skilled technical engineers to ensure all support requests are resolved. The account manager also provides regular updates on products, services and other relevant news.
- **Service Level Agreements (SLAs)** outline how mission-critical issues are handled to ensure fast closure.
- **Advanced Product Notifications** are sent via email to notify you of the latest firmware updates and upgrades, including upcoming releases and priority access to beta programs.
- **Configuration Reviews** are conducted via phone twice a year to ensure optimal configuration. Suggestions will be provided for further analysis to ensure the unit continues to operate at peak performance.
- **Fast-Track Enhancement** speeds the development of requested enhancements; quotes are provided for custom implementations.
- **On-Site Installation and Implementation** are available upon request. Sales engineers assist with on-site installation and implementation for complex network environments at an additional charge.

Telephone Support 24x7

- Barracuda Networks provides technical support via telephone 24 hours a day, 7 days a week.
- Please contact the Technical Support team at +1 408 342-5300.
- When opening a ticket, please announce yourself as a Premium Support customer.
- For any critical issues, please immediately ask for Severity Escalation with a Premium Support technical engineer.

Email Support (Low Priority Issues and Questions)

- To submit low priority issues, please email our Premium Technical Support team at premiumsupport_team@barracuda.com.
 - To help expedite your request, please add [Premium Support Customer] to the subject header.
- *Please do not use email for high priority issues.*

Characterizing Problems and Severity Levels

Severity of the issue is jointly determined by the customer reporting the issue and the Barracuda Technical Support representative. This joint decision is based on the criteria outlined in the following chart and on factors such as number of users affected, business impact, and whether the activity is disrupted.

	BASIC SUPPORT	ENHANCED SUPPORT	PREMIUM SUPPORT
Technical Support Center	M-F 9 a.m. - 5 p.m. phone support 24-hour email support	24x7 phone and email support	Dedicated 24x7 phone and email support
Threat and policy definitions	✓	✓	✓
Firmware maintenance	✓	✓	✓
Access to beta programs	✓	✓	✓
Priority escalation to resolve critical issues		✓	✓
Data migration for replacement unit(s)		✓	✓
Hard disk (RAID) replacement		✓	✓
Service Level Agreements (SLAs)			✓
Dedicated Account Manager			✓
Dedicated Premium Support technical engineers			✓
Proactive Monitoring			✓
Dedicated email address for low priority support requests			✓
Complete diagnosis and root cause of issue			✓
Priority access to beta programs			✓
Weekly issues update			✓
Configuration review			✓
Fast-track enhancements via Software Customization			✓
On-site installation and implementation		Charges apply	Charges apply
Barracuda Networks models supported	All models	All models	6xx and above
Barracuda Energize Updates	Required	Required	Required
Barracuda Instant Replacement	Recommended	Required	Required
Term	1, 3, or 5 years	1, 3, or 5 years	1, 3, or 5 years

***Premium Support Bundle offer:** When Energize Updates, Instant Replacement, and Premium Support are purchased together with the initial sale of a Barracuda Networks product, customers will receive a 20% discount off the Premium Support Bundle subscription service. All three support offering must have the same subscription length (one, three, or five year terms).

Leader in Response Time

Barracuda Premium Support has the fastest response time in the industry with a Premium Support Account Manager escalating issues for you within 30 minutes.

“ UNC is extremely pleased with our two Barracuda Networks products, but the thing that I'm most pleased with is Premium Support. I actually know the name of the support technician that I'm going to be working with! There isn't another product that I use at the university that I can say I know the name of the technician that I'll be working with. Barracuda Networks Premium Support takes great care of UNC. ”

Midrange Services
University of Northern Colorado