



Dear Barracuda Networks Customer,

Thank you for choosing the Barracuda Spam Firewall to protect your email server against spam, virus, spoofing, phishing, and spyware attacks. As a token of our appreciation, please enjoy the enclosed Barracuda Networks T-shirt.

Barracuda Networks offers a complimentary telephone installation appointment with this purchase to help you plan your network deployment, configure your system, and verify the operation of your Barracuda Spam Firewall following installation. Please contact our Technical Support team to schedule your free telephone installation appointment.

Barracuda Networks is available around the clock to assist with technical questions or concerns. We encourage you to contact our Technical Support team for assistance.

Thank you again for choosing the Barracuda Spam Firewall. We look forward to helping you with your current and future needs in the areas of security, networking, and data protection.

Sincerely,

The Barracuda Networks Team

#### **Customer Support and Technical Resources**

##### **Free Telephone Installation Appointment with Purchase**

- Call our Technical Support team at +1 408.342.5300 to schedule a free telephone installation to help:
  - Plan network deployment
  - Configure your system
  - Verify operation of the Barracuda Spam Firewall following installation

##### **Online Support**

- To open a Technical Support case online, please visit [http://www.barracuda.com/support\\_case](http://www.barracuda.com/support_case).
- For help from other Barracuda Networks customers, please visit the Barracuda Networks Support Forum at <http://forum.barracuda.com>. Please register to post questions and exchange information.

##### **Telephone Support**

- For urgent matters, please call Technical Support at +1 408.342.5300. Phone lines are open 24 hours a day, 7 days a week.

##### **Documentation**

- Your Barracuda Spam Firewall comes with a Quick Start Guide to help you get started.
- Other technical documentation is available online at <http://www.barracuda.com/documentation>.

Note: The terms and conditions, including product warranty information for the Barracuda Spam Firewall are located at <http://www.barracuda.com>.