

Support & Maintenance Programs

Technical support, software updates, and hardware service for your Adaptive Private Networking solution



Technical Support

Talari Networks™ offers comprehensive support packages to ensure that customers can easily deploy and maintain their Adaptive Private Network. Services include dedicated technical support from both field and factory engineers, as well as Web-based software updates via a support portal and rapid e-mail or phone response to technical issues, helping customers and partners quickly and easily use, manage, and troubleshoot Talari products.

Software Maintenance

All Talari support plans include a software upgrade subscription for both maintenance and feature update releases. With software subscription, you always have access to the latest and greatest in product functionality.

Hardware Services

The Talari *Mercury* family of Adaptive Private Networking appliances come with a limited out-of-the-box warranty for a total of one year from the date of purchase. In the event of a hardware failure, any unit may be shipped to Talari for replacement or repair.

Term of Contract Annual

Software Updates Major and minor feature releases

Support Portal 24 x 7 x 365
Software Updates
Technical Documentation

Technical Support 9 AM - 8 PM Eastern
Phone
E-mail (support@talari.com)
Web
Dedicated engineer for each account

Response Time 4 Business Hours

Additional Hardware Support Options

Talari hardware service is available in two levels: Silver and Gold.



Silver Level

Repair or replace via ground delivery (after receipt of failed unit)



Gold Level

Next-day advanced replacement *

* North America. International delivery is dependent on transit time and customs clearance.

Not available in all areas. In most cases, problem must be identified by 2:00 p.m. at the local support center for next-day on-site support.

For the U.S., the problem must be identified by 4:00 p.m. EST.



Higher Reliability

Greater Bandwidth

Radically Lower Cost

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