

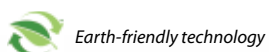
## Faster Response, Smarter Support

WatchGuard® knows just how important support is when you are trying to secure your network with limited resources. You require greater knowledge and assistance in a world where security is becoming more critical, and LiveSecurity® Service gives you the backup you need, starting with an initial LiveSecurity subscription that supports you from the moment you activate your WatchGuard appliance.

Our integrated security appliances and services are backed by superior support designed to protect your network, save valuable time, and maximize your security investment.

“WatchGuard customer support is head and shoulders above the rest.”

Kyle Young  
Senior Technical Analyst  
Houston Community Call Center



### LiveSecurity® Service Provides the Best Support and Maintenance Package in the Industry

#### SUPERIOR CUSTOMER CARE AND EXPERT TECHNICAL SUPPORT

Your LiveSecurity subscription provides access to telephone and web support from our team of security experts.

- WatchGuard Technical Support is there for you when you need it. Our support team is available 12 hours a day/five days a week (12 x 5), from 6:00 am to 6:00 pm in every international time zone.
- We respond quickly – targeting a four-hour response time.
- Support is available 24 hours a day/7 days a week (24 x 7) with the LiveSecurity Plus option. Gold level service upgrades support to 24 x 7 with a targeted one-hour response time. Enterprises with complex environments can move up to the Platinum level for personalized service from a Technical Account Manager to help them achieve their strategic goals with WatchGuard products.



#### HARDWARE WARRANTY

Hardware warranty with advance hardware replacement saves you time and money.

- Having an active LiveSecurity subscription extends the one-year warranty that is included with each WatchGuard security appliance.
- LiveSecurity also provides advance hardware replacement, which means that should there ever be a hardware failure, WatchGuard will ship a replacement via pre-paid, next-day airfreight in advance of receiving the returned appliance to minimize downtime.

#### SOFTWARE UPDATES AND ENHANCEMENTS

LiveSecurity gives you ongoing software updates to ensure your security is always working in top form.

- You receive more than just the standard fixes and minor software patches. LiveSecurity delivers feature enhancements, full-rev updates, and new capabilities as long as your subscription is active.
- Obtaining software updates is easy, with no additional cost or paperwork. Simply download them from the LiveSecurity home page, and your system is up to date.

#### YOUR EARLY WARNING SYSTEM

WatchGuard security experts closely monitor daily security developments and emerging hacker techniques, delivering timely, concise security intelligence. LiveSecurity keeps you informed with alerts that are:

- **Timely** – When new threats arise, you're among the first to know.
- **Concise** – You'll know within seconds what the issue is and how important it is to you.
- **Comprehensive** – LiveSecurity reports cover substantive network security issues for Microsoft® Windows®, Macintosh®, and UNIX®/Linux.
- **Practical** – LiveSecurity alerts always list specific steps you can take to address a new threat with



## Subscription Options

All WatchGuard products come with a LiveSecurity Service subscription to ensure you have support from the moment you activate your WatchGuard product. One-year, two-year, and three-year subscriptions are available.

WatchGuard has different levels of support, designed to meet the varying requirements of our customers. Support levels include our standard LiveSecurity® Service, LiveSecurity® Plus, LiveSecurity® Gold, and LiveSecurity® Platinum.

	Standard	Plus*	Gold	Platinum
Hours per day / days per week	12 x 5	24 x 7	24 x 7	24/7
Incidents per year of service**	5	5	No limit	No limit
Advance hardware replacement	✓	✓	✓	✓
Software upgrades and patches	✓	✓	✓	✓
LiveSecurity alerts and broadcasts	✓	✓	✓	✓
Technical Account Manager	-	-	-	✓
Quarterly Account Review	-	-	-	✓

LiveSecurity Gold and Platinum provide a targeted one-hour response time.

\*LiveSecurity Plus is not available for XTM 2 Series models.

\*\*Reported issues that are the result of a WatchGuard software or hardware defect are not counted against your five-incident limit.

## Additional Support Offerings

The support options listed below are available to customers who have a current LiveSecurity subscription.

### Remote Installation

If you need comprehensive assistance with the initial setup, configuration, or VPN installation for your WatchGuard product, you can schedule a Remote Installation Slot.

A WatchGuard technician will assist you for up to two hours to review your needs, configure your product, and test your configuration, while educating you on how to configure your product or service to receive the best performance.

### Three-Incident Upgrade

If you have used all of the incidents included in your LiveSecurity subscription, you can get additional incidents by purchasing a Three-Incident Upgrade.

### One-Hour Priority Response Upgrade

If you have an issue that requires a more immediate response than your LiveSecurity subscription provides, you can upgrade your incident to get a one-hour response time from a WatchGuard technician. Please note that this guarantees a response time, not a resolution time. Case resolution time will vary depending on the issue.

### After Hours Upgrade

If you need to contact WatchGuard Customer Support outside the hours covered in your LiveSecurity subscription, you can upgrade your incident to have after hours support.

## Online Tools

In addition to providing you with direct personal support, your LiveSecurity subscription entitles you to access a variety of online tools specifically designed to answer questions you may have regarding network security in general or the technical aspects of installing, configuring, and maintaining your WatchGuard products.

- **Knowledge Base** Use the Knowledge Base to find fast answers to your questions. It contains general product and support information, as well as procedures and quick tips for getting the most out of your WatchGuard products. To get started, visit <http://watchguard.com/support>.
- **Interactive User Forum** Post issues and get help from other users and WatchGuard staff
- **Technical Publications** Receive all-hours access to user guides and online help.
- **Video Training** Sometimes the best way to learn is to see it for yourself. Professionally produced instruction videos include how to upgrade your product, ways to defend against rootkits, and more.

## Got it? Don't Lose It!

Is your LiveSecurity subscription about to expire? Don't wait – damage to your network is costlier than a subscription renewal.

To purchase or renew<sup>†</sup> a LiveSecurity subscription, call your reseller, or visit our online store at [www.watchguard.com/store](http://www.watchguard.com/store).

You can also call WatchGuard at 1.800.734.9905 (U.S./Canada) or +1.206.613.0895.

<sup>†</sup>If your subscription is expired for more than 30 days, you must first purchase and activate a LiveSecurity Reinstatement license. Alternatively, you can waive the reinstatement fee by purchasing a multi-year LiveSecurity renewal, or by purchasing the WatchGuard Security Bundle or Security Software Suite.

## Buy the Bundle and Get the Works

Get everything you need for complete threat management – including a subscription to LiveSecurity Service – at a great price with the WatchGuard Security Bundle or Security Software Suite.

The **Security Software Suite** turns your WatchGuard XTM or Firebox X e-Series appliance into a complete threat management solution, with subscriptions to LiveSecurity, spamBlocker, WebBlocker, Gateway AntiVirus, Application Control,\* Reputation Enabled Defense,\* and Intrusion Prevention Service.

The **Security Bundle** includes the same powerful suite of security subscriptions listed above, as well as your choice of WatchGuard XTM or Firebox X e-Series appliance.

WatchGuard Bundles and Suites include a subscription to LiveSecurity Plus, which automatically upgrades your LiveSecurity technical support from 12 hours a day/5 days a week to 24 x 7 coverage for:

- WatchGuard® XTM 5 Series, 8 Series, and 10 Series appliances
- Firebox® X Peak™ and Core™ e-Series appliances
- WatchGuard XCS 570, 770, 970, and 1170 appliances

All Bundle and Suites are available in one-year, two-year, and three-year subscription packages.

\*Reputation Enabled Defense and Application Control subscriptions are only available for WatchGuard XTM appliances.

Address: 505 Fifth Avenue South, Suite 500, Seattle, WA 98104 • Web: [www.watchguard.com](http://www.watchguard.com) • U.S. Sales: 1.800.734.9905 • International Sales: +1.206.613.0895

No express or implied warranties are provided for herein. All specifications are subject to change and expected future products, features or functionality will be provided on an if and when available basis. ©2010 WatchGuard Technologies, Inc. All rights reserved. WatchGuard, the WatchGuard logo, Firebox, Core, Peak, and LiveSecurity are either trademarks or registered trademarks of WatchGuard Technologies, Inc. in the United States and/or other countries. All other tradenames are the property of their respective owners. Part No. WGCE66407\_100110