GoldSeal Support for Palo Alto Networks

Offering	GoldSeal Premium	GoldSeal BOH	GoldSeal Incident
Support Hours	9 a.m. – 5 p.m. local time (Continental U.S.) 24x7 P1 and P2	9 a.m. – 5 p.m. local time (Continental U.S.) 24x7 P1 and P2 afterhours will be charged at time an half	9 a.m. - 5 p.m. local time (Continental U.S.)
Language	English		
Documentation	Access to product documentation including: product manuals, technical guides, FAQs, software release notes	N/A	N/A
Online Tools	Access to online tools including: problem resolution databases, peer-to-peer interactions, customer support case management		
Subscription Services	Access to subscription service updates to automatically download app-ID, URL database, threat prevention and WildFire updates	N/A	N/A
Limits	Unlimited	BH: 30 min minimum, 15 min increments per call; OOH: 1 hr min, 30 min increments per call	One incident per issue
Updates	Access to software updates	N/A	N/A
Support Resources			
Service Desk Engineer	●	●	●
Designated Technical Support Engineer	Optional	Optional	N/A
Dedicated Technical Support Engineer	Optional	N/A	N/A
Upgrade and Release Planning	Optional	●	N/A
Reporting			
Customer Generated Reports	●	●	●
Service Delivery Reporting Quarterly	Optional	●	N/A
Service Delivery Reporting Quarterly Review, Remote	Optional	●	N/A
Annual Health Check and Report	Optional	●	N/A
Best Practice Report (BPA)	●	●	N/A
Access Method			
Online Portal Access	●	●	●
Hardware Replacement			
Advanced Replacement - Next Business Day Ship	●	N/A	N/A
Hardware Replacement - 4 hours	Optional	N/A	N/A

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OnSite Resources			
On-site Technician for Replacement Part Install, Scheduled	Optional	Optional	Optional
Smart Hands Dispatch	Optional	Optional	Optional
Training			
Help-Desk Assistance Remedial - Knowledge Transfer	●	●	N/A
Customized Product Training	Optional	●	N/A
Product Certification Training	Optional	N/A	N/A
Service Type			
Annual Support Agreement	●	N/A	N/A
Prepaid Block of Time	N/A	●	N/A
Pre-Purchased Incidents	N/A	N/A	●
Support Elements			
Support Eligibility - Reseller	●	●	●
Support Eligability - End User	●	●	●
Email Support - 1 Business Day	●	●	●
Tier I Support	●	●	●
Tier II Support	●	●	●
Tier III Support	●	●[1]	●[1]
Tier IV Support	●	●[1]	●[1]
Escalation Support, 8x5	●	●[1]	●[1]
Software Updates	●	●[1]	N/A
TAC Engagement - Web Portal and Telephone Support	●	●[1]	●[1]
Resource Reservation	N/A	●	N/A
Critical Incident Response / Active Intrusion / Attack / Crisis Resolution	Optional	N/A	N/A
Additional Support Features			
Assisted Remote Access	●	●	●
Service Level			
Standard Service Level Objectives	●	●	●
Additional Services			
Asset Tracking	Optional	N/A	N/A
MAC Assist - Basic	Optional	●	N/A
MAC Assistance - Complex	Optional	●	N/A
Startup Installation Assistance	●	●	N/A
Proactive End-of-Life Monitoring	Optional	N/A	N/A

[1]Requires an existing manufacturer maintenance contract