

Basic Support Plan

Cyberoam's Basic Support Plan is designed to provide you best of the services with limited investment. The basic plan offers you 8-hours-a-day 5-days-a-week support along with access to Cyberoam Knowledge Base and Online Case Collection Tool.

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Technical Support Services

Remote technical support is provided through

- Phone: 8 x 5 Support
- Email: 8 x 5 Support
- Web: 8 x 5 Support
- Response time: First Response -4 Hours Maximum

Online Support Services

- **Unlimited access to Knowledge base**

24x7 Access to our knowledge-base allowing you access to documentation, product information, manuals, software release notes, etc. Cyberoam Knowledge-base also helps you research common technical issues at your convenience.

- **Restricted access to TAC Case collection tool: URL**

24x7 Access to our Cyberoam Case Collection Centre allowing you restricted access to current customer support cases as well as resolved cases.

Software Support Services

- Hot-Fixes and enhancement upgrades 24x7
- Software and OS upgrades 24x7
- Signature and database update 24x7
 - Web content filtering
 - Intrusion Detection and Prevention
 - Anti Virus, Anti-Spyware, Anti-Malware
 - Anti Spam Database
- Remote Diagnostics: Under Special Cases, Cyberoam Engineers will perform remote diagnostic & analysis of your Cyberoam Console.

Warranty and Replacement Services

- Limited 1 Year hardware warranty of Cyberoam spares except power supply & fans.
- 10 day return and replacement policy