



Fortinet Assist

for Firewalls

EXCLUSIVE NETWORKS LTD

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What is Exclusive Networks Fortinet Assist?

A team of highly certified engineers providing cost effective supplementary remote technical assistance on select* Fortinet firewalls.

What does Fortinet Assist include?

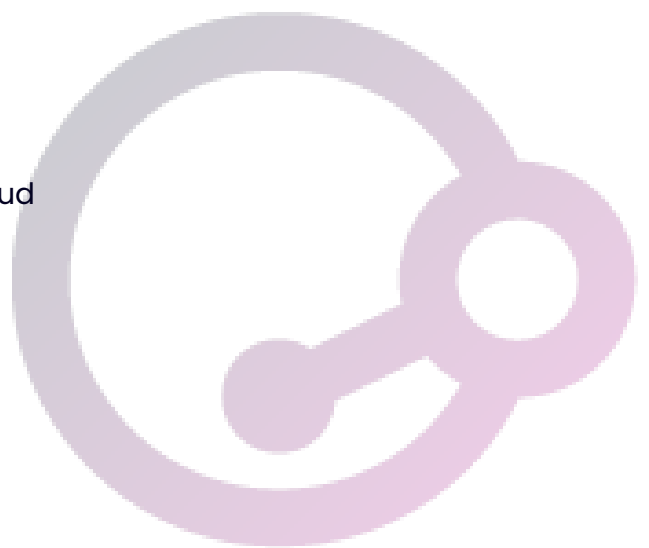
Technical assistance via email and telephone on areas such as:

- Remote help with product registration
- Remote unit configuration based on the completed form and collected information
- Reconfiguration of the device due to a change in the environment
- Reconfiguration of the device due to a change in customer requirements
- Assistance in the process of repair and replacement under the warranty
- Configuration consulting

What Configuration consulting will Fortinet Assist cover?

Configuration assistance includes, but is not limited to

- Adding additional firewall policies
- Creating a site-to-site VPN
- Creating a client to site VPN
- Creating a NAT rule
- Creating additional objects
- Adding routing statements
- Assistance registering the device with FortiCloud



What makes Fortinet Assist different?

This cost-effective service offers quick access to certified technical assistance

- Available Monday – Friday, 9am – 5pm
- SLA 1-hour response, 2-hour action
- 10 hours or 10 instances (whichever comes first)

What Firewalls does the Fortinet Assist cover?

Any Fortinet firewall model up to and including FortiGate 101F*.

Terms & Conditions

Payable in full upfront and non-refundable.

10 hours or 10 instances to be used within a 12-month period.

Assumptions & Prerequisites

Firewall is in a production ready state with no issues at start of Fortinet Assist purchase

Firewall is running a supported OS

Necessary networking and credential access will be given to the Fortinet Assist team.

Disclaimer

This document serves as a guide for technical assistance coverage.

All agreements are subject to scoping by the Exclusive Networks technical team to confirm the details of the service required and the specifics of any bespoke elements.

