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 (Business days only)
- Email: 8 x 5 Support (Business days only)
- Web: 8 x 5 Support (Business days only)

Response time: First Response - 4 hrs maximum

● Online Support Services

- Unlimited access to Knowledge base

24x7 Access to Cyberoam knowledge-base, allowing you access to documentation, product information, manuals, software release notes, etc. Cyberoam Knowledge- base also helps you to 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 on Cyberoam spares-parts except power supply & fans.

    - 10 day return and replacement policy

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Unified Threat Management

Elitecore Product