

Features and Benefits

Maintain your SafeNet products at the latest level of functionality

Protect your environment from emerging security threats

Access critical resources when needed

Worldwide follow-the-sun support centers

SafeNet technical support specialists

Troubleshooting, problem resolution, and recovery advice

Flexible methods of access (e-mail, Web, telephone)

Access the SafeNet Knowledge Base for the latest product support documentation

Take advantage of new features as soon as they are available

Choose between two flexible plans to meet your needs

SafeNet Customer Services

Support Service Plans

For its Enterprise product family, SafeNet offers support service plan options that provide comprehensive protection, with coverage flexibility to meet your specific needs.

Protection and Peace of Mind

SafeNet Enterprise security products are designed and built to provide the strongest security mechanisms available to keep your business secure. As your business continues to grow and evolve, and with new security threats constantly emerging, it makes sense to protect your investment with a comprehensive extended warranty and maintenance service package. SafeNet offers two different levels of service designed to meet your needs and give you the peace of mind that your SafeNet security solution will always be performing to the highest level.

Standard Product Warranty Coverage

SafeNet's standard Enterprise product warranty coverage, included with the purchase of your SafeNet products, provides assurances that the product will perform as specified at the time of purchase. This warranty coverage includes options for the return or exchange of products that do not perform as specified, and also provides certain access privileges to SafeNet technical support centers.

Extended Service Plan Coverage

To protect your investment from rapidly changing threats, and to maintain normal operations, SafeNet offers an extended service plan that meets the needs of most enterprises. Extended coverage applies to both Enterprise hardware and software products, since each often have to work together as a total solution. Extended coverage includes:

- On-line & telephone support coverage during normal (regional) business hours with 8 hour response
- 24x7 access to the SafeNet Knowledge Base
- No charge for return to the factory and repair of hardware products, with a 21 business day turn-around
- Advance exchange option with charge-per-incident. The exchanged hardware product is shipped from SafeNet on an as-available basis.

- No charge for electronic access to minor and major release upgrades of firmware or software originally provided with the hardware product.
- No charge for electronic access to quality and minor release updates for SafeNet stand-alone software-based security products.

Plus Service Plan Coverage

If you are an Enterprise with mission-critical business and operational needs, SafeNet offers a more comprehensive and responsive coverage plan with its Plus Service Plan option. The Plus coverage applies to Enterprise hardware products, as well as stand-alone software products, which often have to work together as a total solution. The Plus coverage includes:

- 24x7x365 on-line & telephone support coverage with 1 hour response
- 24x7x365 access to the SafeNet Knowledge Base
- No charge for return to the factory and repair of hardware products, with a 10 business day turn-around
- No charge advance exchange option, with Priority 1 shipment within 24 hours. The exchanged hardware product is shipped from SafeNet on an as-available basis.
- No charge for electronic access to minor and major release upgrades of firmware or software originally provided with the hardware product
- No charge for electronic access to quality and minor release updates for SafeNet stand-alone software-based security products

Additional Customer Services Available

In order to realize the full benefit of your SafeNet security products, you may also choose the Professional Services and Educational Services appropriate for your enterprise environment. Many options are available to fit your needs. Ask your SafeNet sales representative for more information, or go to www.safenet-inc.com.



Support Plan Summary for SafeNet

SERVICE OFFERINGS	ORIGINAL EQUIPMENT WARRANTY	EXTENDED SERVICE PLAN	PLUS SERVICE PLAN
PRICE	Included	15% of Product List	20% of Product List
TERM	<ul style="list-style-type: none"> Appliance - 1 year end user Software - 30 days (media only) Tokens/Cards - 90 days 	1 Year	1 Year
TELEPHONE & ON-LINE SUPPORT	<ul style="list-style-type: none"> Web-based support Regional business hours* 24 hour e-mail response Web Knowledge Base Access 	<ul style="list-style-type: none"> Web-based, e-mail, & phone support Regional business hours* 8 hour phone or e-mail response Web Knowledge Base access 	<ul style="list-style-type: none"> Web-based, e-mail, & phone support 24 x 7 x 365 coverage 1 hour phone or e-mail response Web Knowledge Base access
RETURN TO FACTORY (RMA SERVICES)	<ul style="list-style-type: none"> No charge 21 business day turn-around (Receipt to Shipment) 	<ul style="list-style-type: none"> No charge 21 business day turn-around (Receipt to Shipment) 	<ul style="list-style-type: none"> No charge 10 business day turn-around (Receipt to Shipment)
ADVANCE EXCHANGE OPTION	N/A	<ul style="list-style-type: none"> Per incident charge** Shipped from SafeNet on an as-available basis 	<ul style="list-style-type: none"> No charge** Per customer request P-I Shipment within 24 hours Shipped from SafeNet on an as-available basis
HW FIRMWARE SOFTWARE UPDATES & UPGRADES Specifically including HSM, IPsec Gateway, Encryptor, Access Server and Token products	N/A	<ul style="list-style-type: none"> FW/SW quality updates available via e-mail or Web access No charge for major and minor release upgrades Web Knowledge Base access 	<ul style="list-style-type: none"> FW/SW quality updates available via e-mail or Web access No charge for major and minor release upgrades Web Knowledge Base access
STAND-ALONE SOFTWARE PRODUCTS Specifically including Security Management Center, Single Sign-On, Privacy of Information, Card Management System, and IPsec Client products	N/A	<ul style="list-style-type: none"> Quality updates available via e-mail or Web access; No charge for minor release upgrades Web Knowledge Base access 	<ul style="list-style-type: none"> Quality updates available via e-mail or Web access; No charge for minor release upgrades Web Knowledge Base access

*Excludes Holidays ** Equipment not returned within 30 days will be invoiced at list price

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