

Service Description

AHEAD Intelligent Support for Palo Alto

AHEAD Intelligent Support for Palo Alto (“AHEAD Support for Palo Alto”) provides comprehensive technical support for eligible Palo Alto Networks technologies. Services are offered in three tiers—Premier, Platinum, and Elite—each designed to support mission-critical infrastructure through rapid response, proactive guidance, and interoperability expertise. Services apply only to devices covered by an active AHEAD Intelligent Support contract.

SERVICE INCLUSIONS BY TIER		
Premier Support	Platinum Support	Elite Support
<p>Premier Support includes the following entitlements:</p> <ul style="list-style-type: none">✓ 24x7x365 technical and product support for Palo Alto Networks technologies✓ Coordination of hardware issue resolution, including RMA support✓ Troubleshooting complex product interoperability, software defects, upgrade issues, patch installation failures, and behavioral anomalies✓ End-to-end incident and service request ownership, including RMA coordination, issue replication, diagnostics, software upgrade support, and additional issues within AHEAD’s support expertise	<p>Includes all Premier entitlements, plus:</p> <ul style="list-style-type: none">✓ Enhanced response time service level agreements (SLAs)✓ Support for customer-planned events (e.g., change windows, upgrades)✓ Hardware failure analysis and reporting✓ Firewall rule review – twice a year	<p>Includes all Premier entitlements, plus:</p> <ul style="list-style-type: none">✓ Proactive alerting✓ Software release review and upgrade planning✓ Prescheduled support for key operational events✓ Regular review of system security posture and configuration

Client Responsibilities

To ensure effective delivery of Services, Client agrees to:

- Maintain valid support contracts with other vendors to assist in troubleshooting of interoperability issues
- Perform all required software installation on supported hardware
- Provide remote access via screen sharing or equivalent during support sessions
- Actively participate in troubleshooting efforts and follow AHEAD guidance
- Confirm that AHEAD has appropriate authorization to access systems and coordinate with Palo Alto on Client’s behalf

Failure to meet these responsibilities may delay resolution or limit AHEAD’s ability to perform Services. AHEAD shall not be liable for delays or outcomes caused by Client non-compliance.

The following chart further describes the AHEAD Support for Palo Alto:

Support Entitlement	Elite Support	Platinum Support	Premium Support
Online Support	Yes – 24x7x365	Yes – 24x7x365	Yes – 24x7x365
Telephone Support	Yes – 24x7x365	Yes – 24x7x365	Yes – 24x7x365
Designated Technical Support Engineer	Yes	No	No
Services Account Manager	Yes	No	No
Advance Replacement – 4 Hour Parts Delivery*	Yes, Optional Add-On*	Yes, Optional Add-On*	Yes, Optional Add-On*
Advance Replacement – Next Business Day**	Yes	Yes	Yes
Return and Repair Hardware Replacement	No	No	No
Initial Response Times			
Severity 1 – Critical System is down, with critical impact on production and no available workaround	< 1 Hour	< 15 Minutes	< 1 Hour
Severity 2 – High System is impaired; production remains online but is	2 Hours	30 Minutes	2 Hours
Severity 3 – Medium Non-critical function failure with a known workaround	4 Hours	2 Hours	4 Hours
Severity 4 – Low No production impact; general questions or minor issues	8 Business Hours	4 Hours	8 Business Hours
Security Assurance	No	Yes	Yes
Planned Event Assistance	No	Yes	No
Failure Analysis (HW)	Yes	Yes	No
Proactive Alerts	Yes	Optional Add-On	Optional Add-On
Release Review and Planning	Yes	No	No
Prescheduled Event Support	Yes	No	No
Regular Security Posture Reviews	Yes	No	No

Replacement Hardware Notes:

*4-Hour Parts Replacement is available as an optional add-on for supported hardware located within serviceable range of a Palo Alto Networks depot. This includes best-effort delivery within 4 hours following RMA issuance.

**Next Business Day Delivery is included for all tiers, subject to regional and vendor limitations. See Palo Alto's [RMA Policy](#) for specific terms.