



## PacketCare Customer Service and Support Protection for Your Packeteer® Investment

### Proactive Maintenance

Applications are critical to corporate success; safeguarding and controlling their performance is the reason people choose Packeteer. We believe taking a proactive approach to maintenance prevents lost productivity. PacketCare, our diversified portfolio of service and support options, is designed to protect your investment, your applications, your time and your users.

### PacketCare Packages

The following service and support packages enable you to select the coverage that is appropriate for your organization:

- Customer Support Program (CSP)
- Premium Customer Support Program (CSP-Premium)
- Partner Support Program Plus (PSPP)
- Packeteer Software Subscription (PSS)
- Premium Packeteer Software Subscription (PSS-Premium)
- iShared/SkyX Premium Customer Support Program (CSPPX)

**Customer Support Program (CSP)** is available in one-year, two-year and three-year terms and provides technical assistance during local business hours, Monday through Friday. CSP includes next business day advance hardware replacement and Packeteer software subscription.

**Premium Customer Support Program (CSP-Premium)** is available in one-year, two-year and three-year terms and includes next business day advance hardware replacement, Packeteer software subscription and 24/7 access to technical help.

**Partner Support Program Plus (PSPP)** is available in one-year, two-year and three-year terms and includes software upgrades and enhancements, as well as next business day advance hardware replacement.



### Protect Your Business by:

Protecting Your Packeteer  
Investment

Protecting Your Applications

Protecting Your Time

Protecting Your Users



# PacketCare Customer Service and Support

## Protection for Your Packeteer Investment

**Packeteer Software Subscription (PSS)** is available in one-year, two-year and three-year terms and provides easy access to all software upgrades, enhancements, documentation and technical help during local business hours, Monday through Friday.

**Premium Packeteer Software Subscription (PSS-Premium)** is available in one-year, two-year and three-year terms and provides easy access to all software upgrades, enhancements, documentation, and 24/7 technical help.

**iShared/SkyX Premium Customer Support Program (CSPPX)** is available in one-year, two-year and three-year terms and includes priority delivery advance hardware replacement, SkyX firmware upgrades and updates, and 24/7 access to technical help.

For more information about PacketCare programs, call **1.800.440.5035**.



	CSP	CSP-Premium	PSPP	PSS	PSS-Premium	CSPPX
Advance Replacement	Yes <sup>1</sup>	Yes <sup>1</sup>	Yes <sup>1</sup>	NA	NA	Yes <sup>2</sup>
Software Upgrades/ Enhancements	Yes	Yes	Yes	Yes	Yes	Yes
Phone Support	Yes, 8/5	Yes, 24/7	No <sup>3</sup>	Yes, 8/5	Yes, 24/7	Yes, 24/7
Web Support <sup>4</sup>	Yes, 8/5 M-F	Yes, 24/7	Yes, 8/5 M-F	Yes, 8/5 M-F	Yes, 24/7	Yes, 24/7

<sup>1</sup>Next business day.

<sup>2</sup>Priority delivery.

<sup>3</sup>Technical support limited to online support center.

<sup>4</sup>Response time for electronic support is 24 hours for premium services and one business day for CSP, PSPP, PSS and CSPPX.

[www.packeteer.com](http://www.packeteer.com)

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