

The Infoblox Level 3 Maintenance Program for Partners

bloxCare™ Services for Infoblox Partners program, also known as Level 3 maintenance service is designed to enable strategic Infoblox partners to provide excellent customer service to their customers. Partners who provide customer support and other technical services for Infoblox products to their customer base can ensure that their customers' Infoblox products are always up to date and delivering critical services for their network and applications. With bloxCare round the clock availability of the expertise and resources partners can keep their customers' core network services up and running.

bloxCare Services deliver an acclaimed customer support program with extremely high satisfaction ratings. In independent surveys of our customers, 99% indicate that Infoblox customer support meets or exceeds their expectations in terms of expertise, ease of contact, professionalism and problem resolution. Infoblox support consistently earns accolades from the most demanding networking and IT professionals, including those who run the largest and most complex networks in the world. Infoblox bloxCare for partners allows you to keep your customers satisfied by providing the following services for units with current maintenance contracts.

- Telephone-based support 24 hours/day, 365 days/year accessed through a dedicated support line.
- Web-based support through the online support center or email 24 hours/day, 365 days/year.
- Enhanced escalation for high-priority problems.
- All NIOS™ software updates.

bloxCare Highlights

Global Reach

Infoblox maintains customer support facilities throughout the world to ensure timely response to our partners' support requirements. Infoblox maintains following facilities:

- Four fully staffed global technical support centers
- Nine global product depots for prompt replacement of hardware

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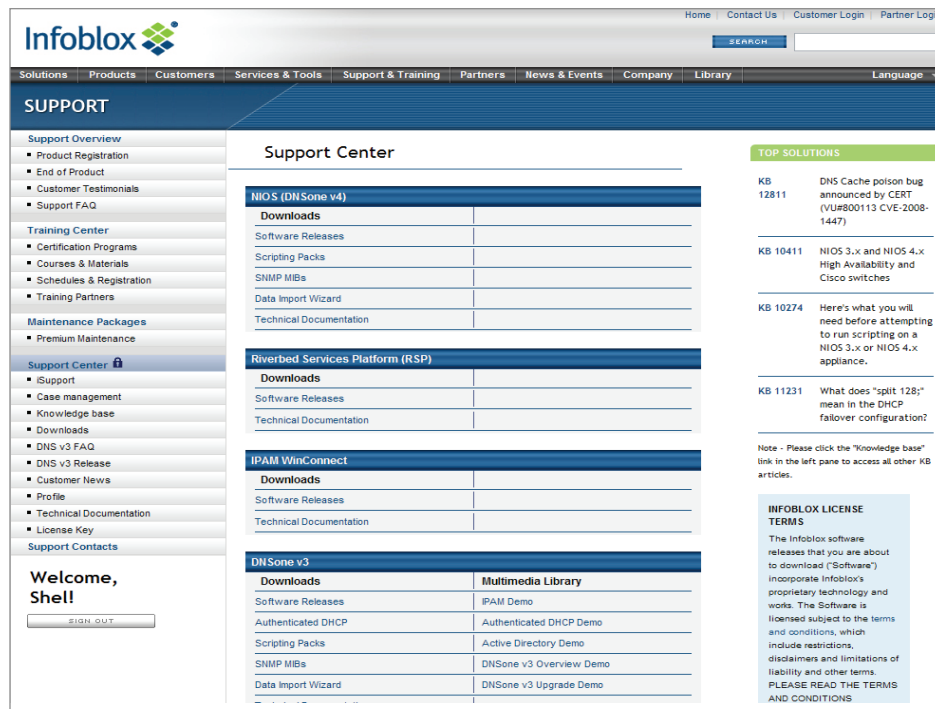
Expertise to Exceed Your Expectations

Infoblox technical support engineers are experts in the Infoblox product line and core network services. They have completed extensive training, both internally and externally, and possess a high degree of problem-solving skills. All the Escalation Engineers are certified in an IT specialty or have an advanced degree (such as MS or PhD). Our partners can rely on our expertise to handle their most complex customer support challenges involving our products.

World Class Support Portal

Infoblox has deployed state of the art tools and technologies to allow easy communications with partners and effective tracking of partner support cases.

- **Knowledgebase** – Our self help portal contains thousands of articles and tech notes to help partners resolve some of their customers' frequently asked questions.
- **Download Center** – The download center provides instant access to the latest software upgrades, tools and product documentation.
- **Case Management Tools** – Partners can use our CRM portal to report problems and track progress on their open cases online.



The screenshot shows the Infoblox Support Center website. At the top, there is a navigation bar with links for Home, Contact Us, Customer Login, and Partner Login. Below this is a search bar and a menu with categories like Solutions, Products, Customers, Services & Tools, Support & Training, Partners, News & Events, Company, Library, and Language. The main content area is titled 'SUPPORT' and features a 'Support Center' section with various product-specific links. On the left, there is a sidebar menu with categories such as Support Overview, Training Center, Maintenance Packages, Support Center, and Welcome, Shell. On the right, there is a 'TOP SOLUTIONS' section listing Knowledge Base (KB) articles, and an 'INFOBLOX LICENSE TERMS' section.

Round the Clock Access

Our products support the critical core network services that underlie all mission-critical applications. Our partners can reach us with their questions and problems 24 hours a day via phone, email or web access for a quick resolution.

Access to the Latest Software Releases and Patches

Our partner supported customers have access to the latest software updates and patches if the partner purchases level3 maintenance on the customer products. This presents tremendous value to our partners' customers since Infoblox engineering team is continuously enhancing the product and adding new functionality.

Three Ways to Get Support

Infoblox makes it easy to get in touch with customer support. Partners can contact Infoblox in following three ways:

Email Support

Customers may request assistance from Infoblox technical support via email at support@infoblox.com. All email incident reports are logged into the Infoblox support CRM database and are addressed based upon the priority of the issues.

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Web Support

Our online support center (support.infoblox.com) provides many resources for customer self-service. It contains an online searchable knowledgebase, downloadable tools for administering your Infoblox products, and a web-enabled portal that allows users to log new support incidents and check the status of previously submitted incidents on a 24 x 7 basis.

Telephone Support

Telephone technical support is available 24 x 7, 365 days a year for all Priority 1 issues. All lower priority issues are handled between the hours of 6:00 a.m. and 6:00 p.m. PST. Customers in North America can contact us toll-free at 1-888-463-6259. Customers calling from outside North America can contact Infoblox technical support at +1-408-625-4200 or +32 3 259 04 40.

Summary

Infoblox bloxCare services enable partners to provide high quality services to their customers backed by a world class support infrastructure and technical expertise.

Infoblox Product Warranty and Services

The standard hardware warranty is for a period of one year. The system software has a 90-day warranty that will meet published specifications. Optional service products are also available that extend the hardware and software warranty. These products are recommended to ensure the appliance is kept updated with the latest software enhancements and to ensure the security and availability of the system. Professional services and training courses are also available from Infoblox. Information in this document is subject to change without notice. Infoblox Inc. assumes no responsibility for errors that appear in this document.