Hardware Support

Option Availability by Product

Hardware Support Option	Standard Return to Factory	Standard Plus Same Day Shipment	Advanced		Premium Plus	
			Next Business Day Delivery (NBD)	NBD with Onsite Technician	24×7×4	24×7×4 with Onsite Technician
ProxySG/MACH5/Web Application Protection						
300	●	●	●	●	●	●
S200	●	●	●	●	●	●
S400	●	●	●	●	●	●
S500	●	●	●	●	●	●
ASG						
ASG S200	●	●	●	●	●	●
ASG S400	●	●	●	●	●	●
ASG S500	●	●	●	●	●	●
Packetshaper						
PS S200	●	●	●	●	●	●
PS S400	●	●	●	●	●	●
PS S500	●	●	●	●	●	●
Content Analysis System						
S200	●	●	●	●	●	●
S400	●	●	●	●	●	●
S500	●	●	●	●	●	●
SSL Visibility						
SV800	●	●	●	●	●	●
SV1800	●	●	●	●	●	●
SV2800	●	●	●	●	●	●
SV3800	●	●	●	●	●	●
Netmods	●	●	●	●	●	●
Data Loss Prevention						
S500	●	●	●	●	●	●
Management Center						
S400	●	●	●	●	●	●
Reporter						
RP-S500	●	●	●	●	●	●
Director						
510	●	●	●	●	●	●

Hardware Support Option	Standard	Standard Plus	Advanced		Premium Plus	
	Return to Factory	Same Day Shipment	Next Business Day Delivery (NBD)	NBD with Onsite Technician	24×7×4	24×7×4 with Onsite Technician
Policy Center						
PC-S200	●	●	●	●	●	●
Cacheflow						
500 KX	N/A	●	●	N/A	N/A	N/A
5000 MX	N/A	●	●	N/A	N/A	N/A
ATP						
8840			● HW Only			
8880			● HW Only			
Messaging Gateway						
300	●	●	●	●	●	●
S200	●	●	●	●	●	●
Security Analytics						
ASG S200	●	●	●	●	●	●
SA Storage Expansion						
PS S200	●	●	●	●	●	●
IoT						
S200	●	●	●	●	●	●
S400	●	●	●	●	●	●
SD Cloud Connector						
SV800	●	●	●	●	●	●

Hardware support options as of December 2018. All options displayed are direct Hardware Support options. Backline support options (L3) for Secure One Services certified support partners may differ. See also: https://www.symantec.com/support-center/hardware-support

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