

Appendix C – Axians Part Services

Classification: C0-PUBLIC

1 General additions and restrictions

This appendix contains specific additions and restrictions relating to Axians Part Services. The support to be provided by Axians is supplemented by the agreed General Services.

2 Axians Part Services for ARUBA NETWORKS

Axians Part Service	Comments
H1L06A*	Partner Branded NBD Support SVC
H9PX2A*	Partner Branded NBD Support SVC for Education and Retail (Only available in Switzerland)
HT6G5A*	Partner Branded NBD Support SVC for Education and Retail VoLT2 (Only available in Switzerland)

See <https://www.hpe.com/psnow/doc/4aa3-9710enw>

3 Axians Part Services for EXTREME NETWORKS

Axians Part Service	Comments
95507-*	PartnerWorks, 4-hour advanced hardware replacement
95504-*	PartnerWorks, NBD Advanced HW Replacement
95600-*	PartnerWorks Plus, TAC and OS
95603-*	PartnerWorks Plus, Software Support

Data sheets available on request.

4 Axians Part Services for ARISTA NETWORKS

Axians Part Service	Comments
SVC-*-1M-SHR	Shared Service Contract, SW and NBD/Same Day Ship Replacement
SVC-*-1M-SH4	Shared Service Contract, SW and 24x7x4 Hour Replacement

Data sheets available on request.

5 Axians Part Services for CHECK POINT

Axians Part Service	Comments
CPCES-CO-STANDARD	Collaborative Enterprise Support STANDARD
CPCES-CO-STANDARD-ONSITE	Collaborative Enterprise Support STANDARD ONSITE
CPCES-CO-PREMIUM	Collaborative Enterprise Support PREMIUM
CPCES-CO-PREMIUM-ONSITE	Collaborative Enterprise Support PREMIUM ON-SITE
CPCES-CO-ELITE	Collaborative Enterprise Support ELITE
CPCES-CO-ELITE-ONSITE	Collaborative Enterprise Support ELITE ON-SITE

See <https://www.checkpoint.com/support-services/support-plans/#collab-enterprise>

6 Axians Part Services for PALO ALTO NETWORKS

Axians Part Service	Comments
PAN-XDR-BKLN	Cortex XDR Partner enabled Premium Support
PAN-SVC-BKLN-*	Partner-enabled premium support, NBD parts delivery

See https://www.boll.ch/de/datasheets/Boll_Premium_Backline_Support.pdf

7 Axians Part Services for NETAPP

Axians Part Service	Comments
CS-G1-PARTNER-P-R	SupportEdge PartnerSelect (Next business day delivery of parts with optional hardware upgrades.)
CS-4HR-DELIVERY-P-R	4-hour parts delivery
CS-4HR-REPLACEMENT-P-R	4-hour parts replacement
CS-NBD-REPLACEMENT-P-R	NBD parts replacement
CS-NON-RETURNABLE-DRIVES	Non-Returnable Disk Plus

See <https://www.netapp.com/media/17074-supportededge-partnerselect-service.pdf>

Important: The PartnerChoice maintenance option is still used for some older hardware and software. Data sheets available on request.