

Blue Reef Support & Services

Support Desk

Blue Reef's support desk is aimed at customers who wish to leverage Blue Reef's 10+ years experience with Internet Management challenges, networking environments and best practices. The support desk allows customers to have access to Blue Reef's industry experts via email and phone. Support desk subscribers are entitled to remote change management, system tuning and other additional services.

Support Desk and remote Engineering Services may be purchased on an hourly 'needs' basis, or as an annual support package. An upgrade to onsite hardware maintenance can also be purchased if required.



Support packages

Silver Support

The Silver Support package is an optional service and is recommended for customers who require occasional expert assistance with the integration or operation of their Sonar system.

The Silver Support package includes:

- Remote engineering assistance and integration support for your Sonar system (up to 2 hours per calendar month).
- Priority ticket requests via email and telephone (business Hrs, Mon-Fri).
- Same day ticket response.

One Silver Support package can cover up to three Sonar appliances (or 6 appliances all in failover mode).

Gold Support

The Gold Support package is an optional service and is recommended for customers who require priority support and/or regular expert assistance with the integration or operation of their Sonar system.

The Gold Support package includes:

- Remote engineering assistance and integration support for your Sonar system (up to 6 hours per calendar month).
- Direct telephone access to Sonar engineers (subject to availability)
- Highest priority ticket requests via email and telephone (business Hrs, Mon-Fri).
- 4 hour ticket response.

One Gold Support package can cover up to three Sonar appliances (or 6 appliances all in failover mode).



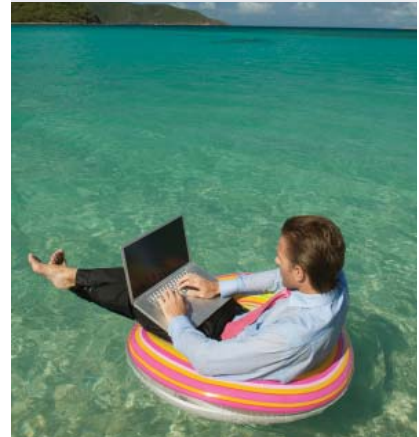
Sonar Managed Service

Blue Reef's managed service is aimed at customers who wish to fully outsource management of their Sonar system. This allows them to focus on their core business goals, while the Blue Reef engineering team effectively becomes an extension of their IT resource.

The service includes:

- Needs analysis
- Design and implementation of all policy requirements
- System setup and configuration
- Ongoing system and policy maintenance
- Monitoring and immediate remote engineering response as required (business Hrs, Mon-Fri).
- Regular usage and compliance reports.

This service can cover up to three Sonar appliances (or 6 appliances all in failover mode).

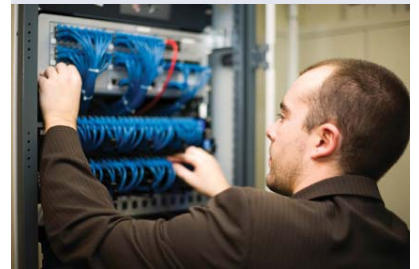


Installation Service

The Blue Reef Installation Service includes:

- Pre-installation consultation
- Onsite setup and integration
- Basic system administration training

During the installation process the Sonar engineer transfers sufficient knowledge for the customer to be able to initially navigate and administer the system.



Training Services

Blue Reef's training is aimed at empowering our customers who wish to self manage their Sonar appliance. Training services can be delivered onsite by an instructor or via online sessions.

Sonar Certified Administrator Course (SCA) - 2 Days

The Sonar Certified Administrator Course covers the fundamentals of Sonar administration. The course is designed to build upon networking basics and how Sonar enables control over these mechanisms. Pre-requisite is an appreciation of basic concepts such as NAT, VPN, proxy technologies, TCP/IP, Routing and LDAP, as well as an understanding of common Network Operating Systems such as Microsoft AD or Novell eDirectory.

