



Service Definition

For

ENHANCED Technical Support Agreement for Palo Alto Networks

Date of Issue: 29/01/2026

Service Scope

Service Variable	In Scope	Out of Scope
Vendor (s)	Palo Alto Networks	All other vendors
Supported Products & Environments	Strata (physical, cloud and VSYS) Panorama Strata Cloud Manager	Anything that is not explicitly included in 'Scope' Non-Palo Alto Networks hardware/Virtual Infrastructure Non-Palo Alto Networks products and environments
Support Type	Technical Break Fix Support including: • Direct Level 3 support for in-scope supported environments & products • a particular problem or question during an installation, upgrade • a particular problem or question before, during or after an upgrade • a particular problem or question before, during or after making a configuration change • product faults, performance issues, product integration difficulties and specific events. Vendor Escalation Incident Response SLAs by Priority Incident Resolution SLAs by Priority Access to Bytes knowledge base library and sign posting to online resources for best practice and guidance.	Support for entire installation or upgrade, or multiple cases raised amounting to support for entire installation or upgrade (i.e. not break fix support) Bespoke advice relating to implementation, installation, upgrade or recovery of products Bespoke advice relating to changes within environment such as enabling or configuration of features Systems health checks, and/or implementation of recommendations relating to outcome of system health checks Penetration testing, and/or implementation of recommendations relating to outcome of penetration testing Forensic log analysis Whole network reviews Unsupported devices connected to or integrating with the supported systems (other vendors) Non-Palo Alto Networks systems, products or issues Training
Hardware Replacement (RMA)	RMA Request Creation for Palo Alto Networks appliances	Onsite support following RMA of appliance Installation and configuration of replacement unit following RMA of appliance



Mobilisation

The Bytes Palo Alto Networks Support team will work with the customer to complete the following.

Activity	Description
Service Desk Access	Creation of user accounts to allow contact with Bytes support team via phone, email or portal to discuss: • Service requests. • Incidents • Updates • Service reporting. • General questions
User Training on Service Tooling	Bytes will provide ongoing customer guidance and training documents to use the tooling provided to manage support tickets.
Escalation Contacts & Key Stakeholders	Customer will provide Bytes with a list of key escalation contacts required for ticketing, and monitoring escalation alerts.

Tasks and Responsibilities

Activity	Bytes	Customer
Service Desk Access	X	
User Training on Service Tooling	X	
Escalation Contacts & Key Stakeholders	X	X

Service Governance

Bytes deliver **proactive service governance** to ensure your service remains aligned with contracted objectives, meets agreed quality standards, and continues to deliver value.

Activity	Description	Service Hours
Service Performance Reporting	Service Performance Reports will be distributed monthly to agreed customer stakeholders. Bytes will provide: • Performance Metrics: Response & resolution times, CSAT responses and feedback. • Incident Summaries: Details on incidents resolved, escalated, or in progress.	Monthly

Tasks and Responsibilities

Activity	Bytes	Customer
Service Performance Reporting	X	
Service Governance	X	

Incident Management

Bytes managed service team works on a 24x7/365 shift pattern to provide support and coverage of a customer's in scope environments. The Bytes managed service team provides an ITSM tool as well as phone and email support to allow customers to contact the team.

Activity	Description	Service Hours
Telephone and Remote support for problem & fault management	Bytes will provide direct access to 3rd Level highly experienced support engineers for issue resolution and in-depth technical assistance. Includes priority handling and expedited resolution to troubleshoot faults via the following methods: -Telephone -Email -Portal -Remote connection via conference calling	24 x 7
IT Service Management - Non-Business Critical Faults	Bytes will provide authorised customer contacts access to the Service Desk Portal for faults deemed non-critical (outside of Priority 1 issues)	Normal Business Hours
IT Service Management - Business Critical Faults	24/7 support direct to the Bytes services desk via phone call prioritisation for Priority 1 issues.	24 x 7
Priority Escalation to Vendor for faults	Priority escalation to vendors.	24 x 7
Root Cause Analysis	Root cause analysis of Priority 1 incident following remediation of incident.	Normal Business Hours
Service Desk Portal Access	Bytes will provide and maintain access to the service desk providing visibility of all service-related tickets and SLAs.	24 x 7

Tasks and Responsibilities

Activity	Bytes	Customer
Telephone and Remote support for problem & fault management	X	
IT Service Management - Non-Business Critical Faults	X	
IT Service Management - Business Critical Faults	X	
Priority Escalation to Vendor for faults	X	
Root Cause Analysis	X	
Service Desk Portal Access	X	

Hardware Replacement

Return Merchandise Authorisation (RMA) relates to warranty repair and return services, as well as advanced replacement services offered by the vendor. Bytes are responsible for troubleshooting and diagnosing hardware faults and raising an RMA request with Palo Alto Networks if a device is deemed to incurring a hardware fault.

Activity	Description	Service Hours
Telephone and Remote support for problem & fault management	Bytes will investigate and troubleshoot suspected hardware faults and verify if an RMA is required.	24 x7
Priority Escalation to Vendor for faults	Bytes will raise this to Palo Alto Networks on behalf of the customer and provide updates regarding the shipping of the device	24 x7

Tasks and Responsibilities

Activity	Bytes	Customer
Telephone and Remote support for problem & fault management	X	
Priority Escalation to Vendor for faults	X	

Incident Management SLAs

This Service Level Agreement (SLA) documentation defines the support and response times provided by Bytes for incidents and service requests. Our aim is to ensure prompt and efficient service, minimising disruptions and supporting business continuity.

The document outlines response and resolution times based on priority levels, with escalation to Palo Alto Networks Support where needed.

By setting clear expectations, we ensure transparency and timely resolution of incidents and requests, helping our customers maintain operational stability.

Support Incidents

Bytes will provide a response to an Incident within the periods of Operating Hours as set out in the table below and use reasonable endeavours in meeting Target Response Time.

The service desk may downgrade the severity level if the customer is not able to provide adequate resources or responses to enable the service desk to provide continuous problem resolution efforts.

Priority Level	Priority Definition	Bytes Target Response Time	Bytes Target Resolution Time
Priority 1	Complete loss of business-critical systems	1 hour	8 Hours
	Critical business impact. Complete service failure or inaccessibility of critical functionality. No acceptable workaround available.		
Priority 2	Partial loss or degradation of a supported service.	2 hours	16 Hours
	Serious business impact. Widespread degradation of a service or failure of functionality of critical system. No acceptable workaround available.		
Priority 3	Low Impact: business-critical systems unaffected, more than one user affected.	4 hours	24 Hours
	Partial/intermittent application degradation or loss of functionality. Typically impacting a subset of users. No direct impact on services availability. A workaround is available.		
Priority 4	Minimal impact to non-critical systems.	8 hours	48 Hours

RMA Shipping SLAs

The following table describes the hardware replacement services available as part of your support agreement.

Service	Description	Shipping SLA	In Scope
Dead on Arrival (DOA)	Hardware will be considered DOA if it fails: (a) within 30 days from the shipment date to destinations within the United States, or (b) 45 days from the shipment date to destinations outside the U.S.	All efforts will be made to ship the replacement device by the following business day, provided the request is made prior to the RMA Shipping Cut-off Times (Monday to Friday 15:00 local time).	Yes
Next Business Day (NBD) Replacement (RMA)	Replacement will ship the same day via priority overnight service.	NBD Delivery when RMA is submitted before 3:00 PM of the depot shipping the replacement. NBD Ship when RMA is submitted after 3:00 PM of the depot shipping the replacement. Note: NBD Depots ship Monday through Friday (Subject to daily 3PM cut-off worldwide)	Yes
4Hour Replacement (RMA)	4-Hour delivery of a refurbished like-new replacement. 4-Hour delivery window begins when the Hardware Services RMA Team submits the RMA.	4-Hour Depots every day of the week, including holidays (24x7x365)	No (Additional SKU purchase)

Escalation Contacts

Escalation Level	Name	Contact Details	Available Hours
1	Support Engineer	Assigned Support Engineer on Active Support Ticket	Support Hours
2	Support Team Lead/Manager	Assigned Support Team Lead / Manager on Active Support Ticket	Support Hours
3	Head of Support Services	Head of Support Services via email	Normal Business Hours

Hours of Support Service

Support Cycle	Service Desk Available	Operating Times
Normal Business Hours	Yes	Weekdays, excluding bank holidays, 0900 to 1730
Support Hours	Yes	24x7x365

Service Phases

Term	Description	Assumed Duration
Mobilisation	Service setup and service desk access	0.5 days
Operational Term	Incident Management SLA Incidents Performance Reporting Service Governance	During Service Term

Support Terms

Incident Resolution Management	Ticket resolution is defined as the rectification of an issue or service request. The severity level of a ticket may change during the resolution process. Where Bytes is unable to resolve a ticket directly and the ticket can be raised with a third-party support vendor, Bytes will facilitate the escalation. A ticket will be deemed resolved when: • The Customer advises Bytes that the issue has been resolved. • Bytes receive no reply from the Customer following three attempts to contact them. • Appropriate answers to required questions have been provided. • A workaround is the only viable solution until a hotfix or equivalent becomes available. All recommended resolutions will be implemented by the Customer in accordance with the Customer's change control processes.
Incident Management	Initial Response Time is measured from the submission of a Service Request or Incident via the Supplier's ITSM tool to the Supplier responding to the user. Upon ticket logging, the Supplier will: • Confirm receipt in line with service levels. • Begin triage. • Contact the Customer and, where possible, provide a time estimate for corrective or troubleshooting steps. • Determine and communicate the ticket's severity level. For reporting, SLA timers pause during the following statuses: • Escalated to Third Party/Vendor • Pending Customer Response • Force Majeure Event • Resolved

Escalation Management	Customers may initiate an escalation if they have followed the escalation process and are not satisfied with the level or timeliness of support, or if an issue presents tangible business impact or risk without sufficient progress. The support manager will: • Coordinate communication and service improvement plans of action. • Provide updates to stakeholders. • Act as the Customer's advocate and a virtual member of the resolution team. Escalations must follow the defined escalation path, starting at the first level. Initial management contact should be made by telephone An escalation is considered closed when: • Agreed objectives are achieved. • A satisfactory monitoring period has passed without recurrence. • Agreement is reached to downgrade severity. • The Customer agrees the issue is resolved. • A mutually accountable decision confirms closure.
Vendor Escalation Management	Where Bytes cannot resolve a ticket directly and it is appropriate to raise it with Palo Alto Networks Support, Bytes will facilitate the escalation. Palo Alto Support terms take precedence over Bytes' SLA once escalated, though Bytes retains case ownership. Refer to Palo Alto Networks Customer Support Terms online document for Response Times: https://www.paloaltonetworks.co.uk/apps/pan/public/downloadResource?pagePath=/content/pan/en_US/resources/datasheets/premium-support Bytes will: • Inform the Customer before escalating. • Explain the reasons and expectations associated with the escalation. Upon request, Bytes will work with Palo Alto Networks to provide Root Cause Analysis for post resolution investigations, subject to data availability. If a fix is not possible in the current technology version, Bytes may log a feature request with Palo Alto Networks where commercially viable. Certain cases, such as platform or infrastructure issues affecting services at a product level, may need escalation to Palo Alto Networks Engineering team for resolution, which operates without SLA commitments and may require extended timelines. Bytes will monitor progress and provide updates. If customers have already raised tickets directly with Palo Alto Networks, they must open a new ticket via Bytes' Service Desk for Bytes to engage Palo Alto Networks.
Bytes Responsibilities	Bytes shall; • Provide skilled personnel to deliver the services detailed within this agreement. • Use reasonable endeavours to identify and resolve issues and maintain continuity of assigned personnel. • Provide a Service Desk and escalation facility for level 2 and 3 incidents and information requests.

	• Provide a Self-Service Portal and email address for Customer IT staff to lodge and track incidents and requests. • Redirect out of scope incidents and requests. • Classify and prioritise incidents and manage them in line with agreed procedures. • Troubleshoot and diagnose in scope service components. • Advise customers to escalate issues outside Palo Alto Networks support scope (e.g., third party products) to the relevant vendor. • Maintain historical ticket records and provide reporting and trend analysis. • Review open incidents and track progress toward resolution. • Confirm ticket closure with the Customer. • Receive and action incidents and requests from nominated Customer representatives. • Action reviewed and approved service requests. • Track service requests through to closure.
Customer Responsibilities	The Customer shall; • Coordinate internal personnel and attend required meetings and calls. • Provide all necessary co-operation to Bytes. • Carry out Customer responsibilities in a timely manner. • Use Bytes' ITSM Toolset for incidents and service requests. • Provide Level 1 Service Desk support for in scope environments. • Maintain escalation contact lists. • Receive and action incidents and requests from end users. • Raise P1 Major Incidents via telephone in addition to standard channels. • Ensure approved representatives use the Service Desk portal to raise requests. • Be available during remote sessions where required. • Support service onboarding by providing relevant information. • Provide required access and information to enable Bytes to deliver the service. • provide a list of Authorised Support Contacts • provide Bytes Engineers with access to the customer's Palo Alto Networks environment – this can be provided via Remote Assistance Tools (either Microsoft Teams or LogMeIn) • The customer must have CLI/Web access to their Palo Alto Networks environment and be authorised to access to the environment. • The customer must have physical access to their Palo Alto Networks physical appliances, or be able to organise remote hands if needed, and be authorised or gain authorisation to access to the environment • The customer must have management access i.e. Panorama • ensure Bytes has been granted the necessary access to support the environment effectively and/or host a web-based session through which Bytes can gain sufficient access to adequately undertake required investigation, analysis, and corrective work. • Unless otherwise agreed all equipment required to perform the Service will be provided by the Bytes.
Exclusions	The service excludes: Monitoring of hardware, software or any devices to drive support activities Configuration changes that are not supported by Palo Alto Networks

	Advisory Services that include guidance for migration, deployment, development, optimisation, design and implementation, solutions, scenarios, and architecture. Palo Alto Networks hardware not covered by the appropriate support level. Onsite support following RMA of appliance. Installation and configuration of replacement unit following RMA of appliance. Bytes are not obliged to resolve or work around any incident arising from or caused by: • any factor external to the Services, such as third-party network outages. • any modification (whether by way of alteration, deletion, addition or otherwise) made to any part of the Service by anyone other than Bytes. • any third-party equipment or software or service used in connection with the Service. • the failure to follow Bytes reasonable instructions in respect of the Services; or make any enhancements of, additions to, or customizations of, the functions and features of the Services
Dependencies	Systems Access (all) Access to relevant Systems will be provided by the Customer as required for the sole purpose of delivery of support. Customer must have an active support with Bytes Systems Access (Palo Alto Networks) Access to connected services for troubleshooting (though the troubleshooting on non-Palo Alto Networks devices is out of scope) Customer must have access to adjacent device to facilitate troubleshooting (but not responsibility of Bytes) Customer can authorise changes/run commands or provide the appropriate authorisation. Hardware issue is raised to Bytes Support. A device has been verified by Bytes and Palo Alto Networks as requiring an RMA. A valid RMA number has been obtained via Bytes before returning a failed device. Shipping SLAs will depend on the level of support purchased.
Assumptions & Constraints	• The Customer will be available during call resolution based on severity; otherwise, severity may be lowered. • Recommended resolutions will be implemented according to Customer change control processes. • Bytes will provide support only for supported products; unsupported products are handled on a best endeavours basis and are outside SLAs. • Requests for ad hoc consulting must be submitted through the Service Request process. • Customer provides Level 1 triage and support before raising tickets with Bytes. • Hardware issues remain the Customer's responsibility. Customer is responsible for the installation and configuration of replacement unit following RMA of appliance.

	Return instructions provided with the RMA replacement shipment must be followed by the Customer. The Customer is responsible for returning the failed device to Palo Alto Networks within 10 business days of receipt of the replacement device. The Customer may retain and destroy: (a) any failed Hard Disk Drives (HDD) that are externally separable from the failed device, and (b) appliances or chassis blades with non-removable HDDs, you must return the remaining component(s) to Palo Alto Networks within 10 business days of receipt of the replacement device. The Customer must complete the RMA licensing procedures to properly register the replacement unit. Next Business Day Service and 4 Hour Service are subject to certain limitations outside of the control of Palo Alto Networks. Palo Alto Networks is not responsible for delivery delays due to the customs clearance process where shipment requires the crossing of international borders, supply chain constraints, unavailability of transportation carrier, natural disaster, act of God, war, labour strike or other similar causes beyond Palo Alto Networks' reasonable control. Please see Palo Alto Networks RMA Process and Policy for full details.
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