



Support Plans

Enhanced Plans

UTM 9 Plans

Support and Services

Support and Services for Sophos Switches and Wireless Products

Support needs to be aligned to the needs of your organization. We also believe it should be simple and easy to use – with a highly trained technical support representative available to you 24/7.

	Enhanced	Enhanced Plus
24/7 multi-channel support	✓	
Software downloads, updates, & maintenance	✓	
Access to support knowledgebase and support forums	✓	
Hardware replacement (Appliances only)	Advanced	Advanced
Remote assistance support	✓	
Remote consulting		24/7
Priority case and sample handling		
VIP Access to Senior Technical Resource team		
Named Technical Account Manager (TAM)		
Front of the line access to product information		

 **Sophos Chatbot**
AI Chat Assistant

Welcome back! I see you've been exploring our technical support options. Do you have any questions about how Sophos can help you with that?

I see you're exploring our Sophos support plans! If you have any questions or need clarification, I'm here to help.

[Book a Meeting](#)

[Technical Support](#)

[Chat with a Sales Rep](#)

Ask a question



By chatting, you agree that Sophos and our providers may use AI technology to respond to, monitor, record and use this chat per the [Sophos Group Privacy Notice](#).

Personalized communications and alerts

Performance and feature optimization

Enhanced escalation

Plan Details

Please note that the purchasing options for our previous generation, APX Series access points, differ from AP6. Further information is available in the datasheet, or download the [Licensing Guide](#).

Sophos support access can be activated for switches and access points registered and connected to Sophos Central. For switches and access points not registered in Sophos Central, troubleshooting/debugging is limited.

Professional Services

Need help with implementation or configuration? Check out our [service offerings](#).

[Download TAM service brief](#)

Get Started

Sophos Customers

Get further details and purchase your plan today.

[Contact Your Authorized Reseller](#)

Sophos Partners

Explore upgrade options and additional services.

[Speak to Your Account Manager](#)



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RESOURCES	▼
SECUREWORKS	▼
SUPPORT	▼
GET STARTED	▼
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English (US)▼