

Billion Support Subscription Services

In order to keep the corporate networks running smoothly and efficiently, the organization will need one-stop-shopping solution for the networking equipments. Billion is dedicated to provide not only reliable and excellent SSL VPN appliances but also technical supports service for SMB customers enabling them to obtain the optimal return on investment in network solutions. Billion Support Subscription Services include unlimited feature and firmware upgrades, and all-in-one BillionCare Service packages.

Key Features and Benefits

- Supports the BiGuard SSL VPN series such as BiGuard S6000, BiGuard S3000 and more models in the future
- Maximize network availability
- Minimize risk within your network and protect your investment
- Great scalability for future expansion
- Exclusive access to all Billion firmware releases
- Flexible support options to meet the customers' budget requirements
- Easy and efficient activation with a license key
- Faster delivery and simplified order process



Service Description

Feature and Firmware Upgrades

Feature and Firmware Upgrades include unlimited feature enhancements, incremental software functionality for the related Billion SSL VPN devices that you have purchased. With the service, you take advantage of Billion award-winning R&D team that is endeavored to renovate the most updated features and technologies. By accessing Features and Firmware Upgrades, you can keep pace with advanced SSL VPN technology without additional capital expenses.

To activate the Feature and Firmware Upgrades, you need to be a BiGuard SSL VPN user and register your service onto BiGuard User Club at www.biguard.com. After successful registration, you will receive update notifications periodically when there are new updates in features and firmware. At any time you can download the latest firmware, technical notes, and release notes from the website to upgrade your SSL VPN device.

Description	BillionCare service
Advanced Hardware Replacement - Replacing defective equipment via next-day shipment	V
Feature and Firmware Upgrades - Prompt feature and firmware upgrade	V

How to activate the services?

- You will receive an electronic license forwarded from the reseller or distributor that you have purchased for the services. The license includes services that you have subscribed for certain used BiGuard SSL VPN device and terms and conditions.
- To receive Feature and Firmware Upgrades is simply register your BiGuard SSL VPN device onto BiGuard User Club www.biguard.com. Our system will automatically map your subscription services to registered BiGuard SSL VPN device model. As soon as registration is done, users can download the latest firmware in the download area of the website.
- For BillionCare Service users, your license includes 2 terms and services for 2 services. Enabling Feature and Firmware Upgrades is simply follow above procedures. For Advanced Hardware Replacement, it only requires the user a call to the reseller or the distributor that you have purchased for subscription services to request for hardware replacement.

Important Notes

- Each license has its own applicable model. The license key cannot be used for non-applicable models.
- Applicable products and specifications are subject to change without prior notice.

Where to Buy

Please contact your local distributors or resellers for purchases.

Ordering Information

Item	Applicable Models	Order Part Number	Description
1	BiGuard S6000	BiGuard S6000 -SSS-FFU-1 YR	Feature and Firmware upgrades for BiGuard S6000 - 1 Year License
2	BiGuard S6000	BiGuard S6000 -SSS-BC-1 YR	BillionCare for BiGuard S6000 - 1 Year License
3	BiGuard S3000	BiGuard S3000 -SSS-FFU-1 YR	Feature and Firmware upgrades for BiGuard S3000 - 1 Year License
4	BiGuard S3000	BiGuard S3000 -SSS-BC-1 YR	BillionCare for BiGuard S3000 - 1 Year License

Notes:

1. Users are strongly recommended to register the products on www.biguard.com in order to be able to use the Feature and Firmware Upgrades. These services are only available for BiGuard S3000/S6000.
2. Specifications in this datasheet are subject to change without prior notice.

