



# Support Overview

Avi Technical Reference (v17.1)

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# Support Overview

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Avi Networks supports its customers in a combination of ways. This article serves as an index that will lead the reader for more details on each of them.

## Knowledge Base

Click to [kb.avinetworks.com](http://kb.avinetworks.com) for articles covering a range of topics, including product architecture, product features, guides (e.g., installation, configuration, CLI, DataScript, REST API), release notes.

## Avi Customer Portal

Customers who have been given credentials to the Portal, or have acquired them through the [self-registration process](#) may click to [www.avinetworks.com/portal](http://www.avinetworks.com/portal) to download software and licenses and open/track support cases. Read [Using the Avi Customer Portal](#) to learn all about it. Direct links to the most key sections within that document:

- [Downloading Software](#)
- [Support Case Search](#)
- [Support Case Creation](#)

## Live Support Personnel

### 24 x 7 Telephone Support

+1 408 628 1020 in the US

+44 20 3617 1055 in the UK

Alternatively, send email to [support@avinetworks.com](mailto:support@avinetworks.com).

Avi Networks will provide responses to problem reports, ongoing updates, and resolutions according to the following table.

Severity	Initial Response	Ongoing Updates	Time to Provide Fix/Workaround	Support Coverage Hours
S1	30 mins	Every Hour	4 hours	24*7
S2	1 Hour	Every 12 Hours	48 hours	24*7
S3	4 Hours	Every 1 Business Day	8 Business Days	Business hours
S4	24 Hours	Every 3 Business Days	10 Business Days	Business hours

## Training and Professional Services

Avi Networks offers training and professional services in the operation, service and maintenance of Avi licensed products. Please contact your Avi Networks sales representative for more information or send email to

- [education@avinetworks.com](mailto:education@avinetworks.com)
- [services@avinetworks.com](mailto:services@avinetworks.com)

## Support Terms

A [downloadable PDF](#) is available.

## **Maintenance and Support Releases ? Schedule and Numbering**

Avi Networks makes three feature releases per year, approximately four months apart. [Details](#).