



Support Overview

Avi Technical Reference (v18.1)

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Support Overview

[view online](#)

Avi Networks supports its customers in a combination of ways. Use this article as an index to lead you to more details on each of those ways.

Knowledge Base

Click to avinetworks.com/docs for articles covering a range of topics, including product architecture, product features, guides (e.g., installation, configuration, CLI, DataScript, REST API), and 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 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.

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
- services@avinetworks.com

Support Terms and Conditions

Refer to the [Support Terms and Conditions](#) article.

Maintenance and Support Releases ? Schedule and Numbering

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