



Hardware Support Overview

Q2 2006

McAfee®
Proven Security™

Hardware Technical Support Offerings

IntruShield



*Ship
Same Business Day*

Secure Content Management



*On-site Repair
Same Business Day
Or
Next Business Day*

Foundstone



*On-site Repair
Same Business Day
Or
Next Business Day*

Hardware Technical Support Offerings

Secure Content Management

Foundstone



On-site Repair

Same Business Day
Next Business Day

IntruShield



Ship

Same Business Day

Next Business Day Support

<3pm local customer time ... a technician will be onsite the following day

>3pm ... a technician may be onsite following day ... but SLA is day after

Same Business Day Support – 10x5

<3pm local customer time ... a technician will be onsite within 4 hours to perform the repair

>3pm ... a technician will be onsite within 4 hours of 8am the following morning

Same Business Day Support – 24x7

Any time, Day or Night ... a technician will be onsite within 4 hours to perform the repair

RMA Support

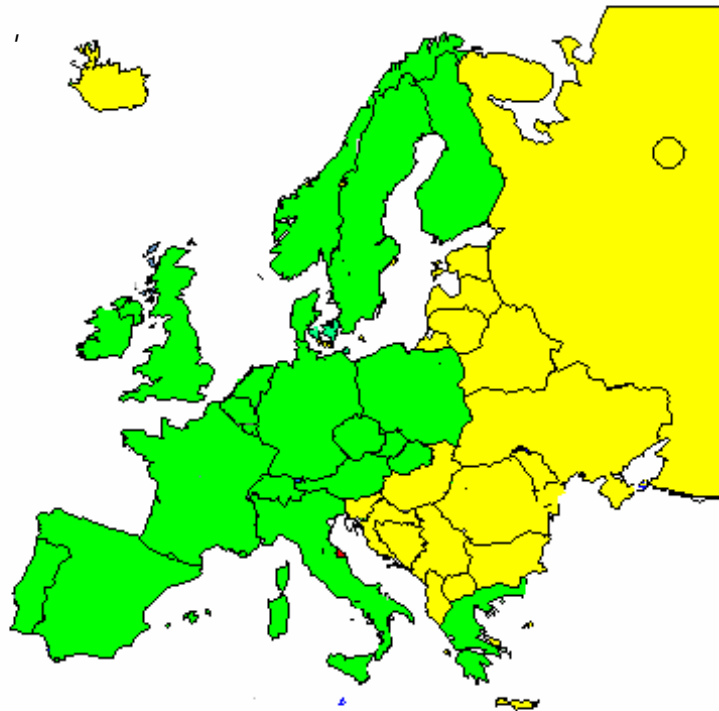
<3pm support ship center time ... (Singapore, Amsterdam, Santa Clara) ... a new appliance will ship that day.

>3pm ... a new appliance will ship the following day.

Same and Next Business Day

Andorra , Austria, Belgium,
Channel Islands, Czech
Republic, Denmark, England,
Finland, France, Germany,
Gibraltar, Greece, Guernsey ,
Ireland, Isle of Man, Italy,
Jersey, Liechtenstein,
Luxembourg, Monaco,
Netherlands, Norway,
Poland, Portugal, Scotland,
Slovakia, Spain, Sweden,
Switzerland, Vatican City,
Wales

EMEA - Europe



- **Same and Next Business Day Onsite**
- **Contact Technical Support**

Contact Technical Support

Albania, Armenia,
Azerbaijan, Belarus, Bosnia
& Herzegovina, Cyprus,
Georgia, Kazakhstan,
Lithuania, Former
Yugoslave Republic of
Macedonia, Russia,
Slovenia, Turkmenistan,
Uzbekistan Yugoslavia,
Bulgaria, Croatia, Estonia,
Hungary, Iceland, Latvia,
Romania, Russia
(Moscow), Serbia &
Montenegro, Ukraine

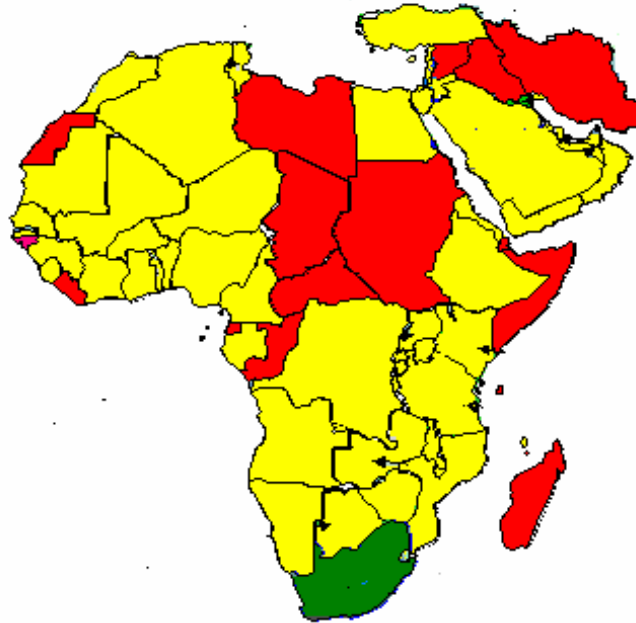
No Service Available

Canary Islands, Greenland,
San Marino

EMEA - Africa & Middle East

Contact Technical Support

Egypt, Israel, Jordan, Kuwait, Malta, Nigeria, Oman, Saudi Arabia, Turkey, United Arab Emirates, Ukraine, Algeria, Angola, Armenia, Bahrain, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Comoro Islands (Comoros), Democratic Republic of Congo (formerly Zaire), Cyprus, Ethiopia, Gabon, Gambia, Ghana, Guinea, Ivory Coast, Kenya, Lebanon, Lesotho, Malawi, Mali, Mauritania, Mauritius, Moldova, Morocco, Mozambique, Namibia, Niger, Palestine, Qatar, Reunion Island, Rwanda, Senegal, Seychelles, Sierra Leone, Swaziland, Tanzania, Togo, Tunisia, Uganda, Republic of Yemen, Zambia, Zimbabwe



Same and Next Business Day

South Africa

No Service Available

Cabinda, Canary Islands, Cape Verde, Central African Republic, Chad, Republic of Congo, Djibouti, Equatorial Guinea, Eritrea, Greenland, Guinea-Bissau, Jan Mayen, Liberia, Madagascar, Madeira, Mayotte, Saint Helena, San Marino, Sao Tome and Principe, Somalia, Zanzibar. Libya, Sudan, Iran, Iraq, Syria

■ **Same and Next Business Day Onsite**

■ **Contact Technical Support**

■ **No Service Available**

LTAM – Central and South America

Same and Next Business Day

Anguilla, Antigua & Barbuda, Argentina, Aruba, Barbados, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Cayman Islands, Chile, Colombia, Costa Rica, Curacao (Netherlands Antilles), Dominica, Dominican Republic, Ecuador, El Salvador, Grenada & Carriacou, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Martinique, Mexico, Montserrat, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, Saint John, Saint Kitts & Nevis, Saint Lucia, Saint Martin, Saint Vincent & The Grenadines, Suriname, The Bahamas, Trinidad & Tobago, Turks & Caicos Islands, , U.S. Virgin Islands, Uruguay, Venezuela



No Service Available

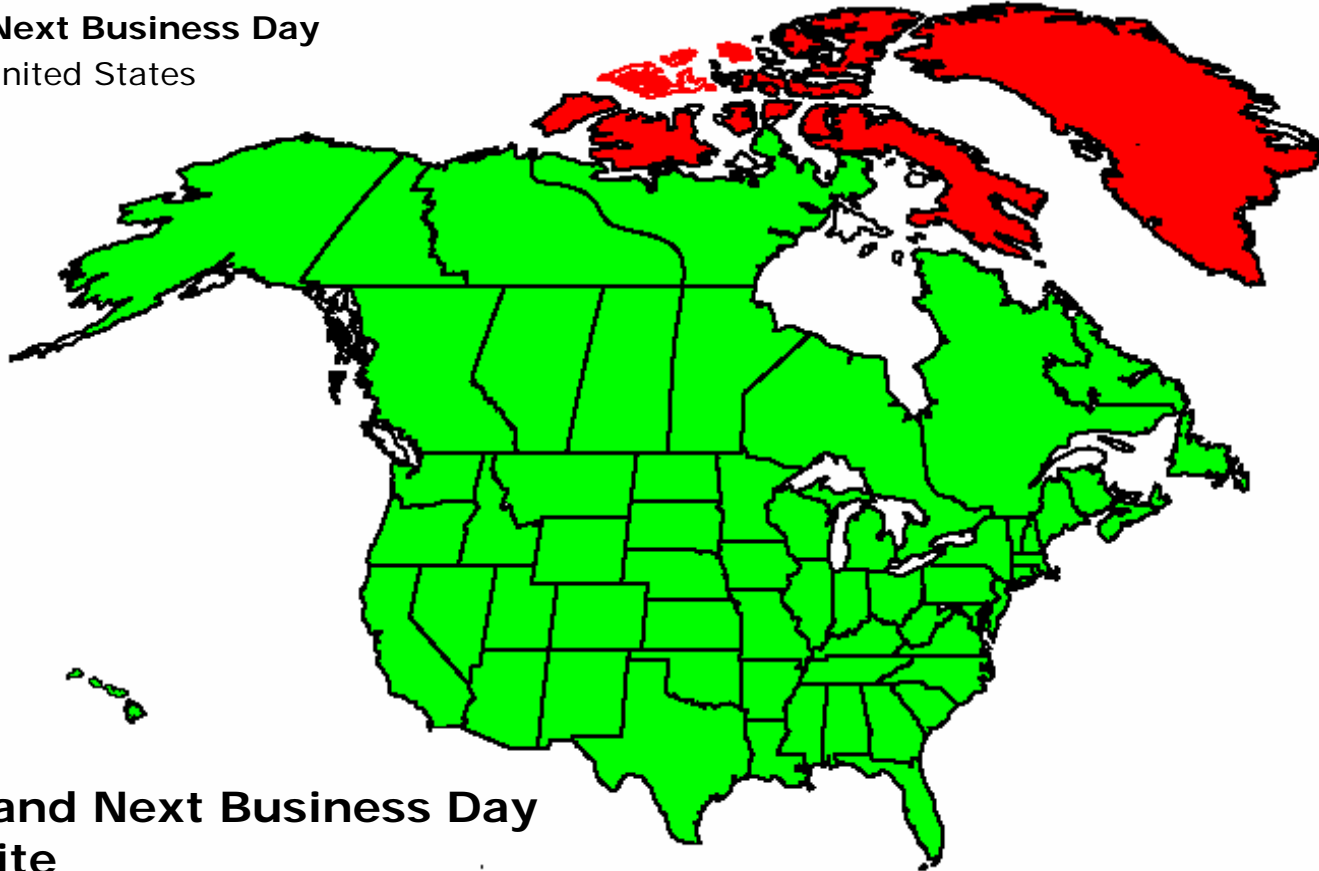
Easter Island, Falkland Islands, French Guiana, Guantanamo Bay, Cuba

■ Same and Next Business Day Onsite

■ No Service Available

NA – United States and Canada

Same and Next Business Day
Canada, United States



- Same and Next Business Day
- Onsite
- No Service Available