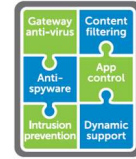


Western NRG Ultimate Series

Ultimate Series delivers a Total Internet Security solution for one low monthly subscription cost.

Ultimate Series includes:

- Next-Generation Internet Security Appliance
- Comprehensive Gateway Security Services
- Advanced Threat Protection File Sandboxing
- Best Practice Appliance Configuration
- 24/7 Urgent Care Support
- GMS Network Reporting
- Unconditional Device Replacement



Comprehensive Security & Management

Appliance – You receive a custom-scoped SonicWall appliance along with perpetual access to the Advanced Gateway Security Suite which includes Gateway Anti-Virus, Anti-Spyware, Intrusion Prevention, Capture Advanced Threat Protection Sandboxing, Application Intelligence, Content Filtering, and Firmware Updates.

Installation - A SonicWall-Certified Security Engineer will work with you to get to know your network and gather the information needed to complete the configuration. The SonicWall will be configured to your unique network requirements while also implementing our internet security Best Practices.

When configuration is complete, we will ship the pre-configured appliance to your location and remotely assist you with the physical installation of the unit. A variety of final live tests will be performed at this time to ensure everything is running smoothly.

Management - Day to day, if you have a question or need assistance, give us a call and you will be assisted by a Level 3 engineer in 60 minutes or less. You will receive a network activity report every week that is automatically delivered to your inbox. And if anything ever goes wrong with your hardware, we will send you a pre-configured replacement appliance shipped Overnight, at no additional charge.

Financially Simple

Ultimate Series requires no money up front, only a monthly subscription amount. This allows you to implement superior internet security without writing a huge check. ~~There is a 12-month commitment for the program.~~ **NO COMMITMENT FOR KARMAK CUSTOMERS!**

Ultimate Series is an operating expense (OpEx) instead of a capital expenditure (CapEx). This allows you the benefit of expensing the monthly subscription amount as a cost of doing business rather than accounting for, tracking, and depreciating the asset over time.

Standard Manufacturer Support vs. Ultimate Series

Feature / Capabilities	Standard Manufacturer Support	Ultimate Series
Firewall & Security Configuration		
Configuration & Setup by Expert Engineers	No	Yes
Turnkey solution delivered to your doorstep	No	Yes
Network details and topology documentation	No	Yes
Monitoring & Alerting		
Global Management System Monitoring	No	Yes
Hosted and Secure GMS Infrastructure	No	Yes
Proactive Response to Site Down	No	Yes
Weekly Offsite SonicWall Configuration Backup	No	Yes
Reporting		
Automatic Weekly Network Reports	No	Yes
Report analysis by SonicWall-Certified Engineers	No	Yes
Network details and topology documentation	No	Yes
Support		
8x5 or 24/7 Standard Support	Yes	Yes
Answer product related questions	Yes	Yes
Answer security related questions	No	Yes
24x7 Direct-to-Level-3 Technical Support	No	Yes
Live Operator During Business Hours - No Hold Queue	No	Yes
60-Minute or Less Call-Back SLA	No	Yes
Hardware Replacement		
Hardware Replacement for Manufacturing Defects	Yes	Yes
Hardware Replacement Regardless of Cause of Failure	No	Yes
Overnight Hardware Replacement	No	Yes
Replacement Preconfigured with Most Recent Settings	No	Yes