Electric

Electric Supported Network Equipment
Scope of Support

Electric's Scope of Support for Network Infrastructure covers the following equipment:
- Firewall
- Switches
- Wireless Access Points
- Wireless/Network Controllers

Network Equipment		
Manufacturer	**Equipment Type**	**Support Category**
Cisco Meraki	Firewall, Switches, Access Points	Recommended
Ubiquiti UniFi	Firewall, Switches, Access Points	Recommended
Fortinet	Firewall, Switches, Access Points	Supported
SonicWall	Firewall, Switches, Access Points	Supported
Sophos	Firewall	Supported
Palo Alto	Firewall	Supported
Peplink	Firewall	Supported
Ruckus	Switches, Access Points, Controllers	Supported
Aruba	Access Points, Controllers	Supported
Aerohive	Access Points	Supported
Dell	Switches	Supported
Netgear	Switches	Supported
HPE	Switches	Supported
Cisco	Switches, Access Points, Controllers	Supported
Cisco ASA	Firewall	Unsupported
HPE	Firewall	Unsupported
Netgear	Firewall, Access Points	Unsupported
Luxul	Firewall, Switches, Access Points	Unsupported
Zyxel	Firewall, Switches, Access Points	Unsupported
Araknis	Firewall, Switches, Access Points	Unsupported
Ubiquiti EdgeMax	Firewalls, Switches	Unsupported
WatchGuard	Firewall	Unsupported
VeloCloud (VMware SASE)	Firewall	Unsupported
Datto Networking	Firewall, Switches, Access Points	Unsupported
Mist Systems	Access Points	Unsupported
Asus	Firewall, Access Points	Unsupported
Mikrotik	Firewall, Switches	Unsupported
pfSense	Firewall	Unsupported
Barracuda	Firewall	Unsupported
Juniper	Firewall, Switches	Unsupported
Google WiFi	Firewall, Access Points	Unsupported
Eero	Access Points	Unsupported
TP-Link	Firewall, Switches, Access Points	Unsupported

Note: For any network equipment not noted on the above list, Electric will require a review to make a one-off determination on the level of support for said equipment.

Services Offered by Support Category

Network Services	Recommended Equipment	Supported Equipment	Unsupported Equipment
Proactive Outage Monitoring	☑	X	X
Proactive Firmware Updates (Biannual)	☑	X	X
Managed Cloud Dashboard	☑	X	X
Security Configuration Recommendations	☑	☑	X
Remote Troubleshooting	☑	☑	X
VPN User Management	☑	☑	X
Configurations/Settings Changes	☑	☑	$
VPN Service Setup	☑	$	$
On-Demand Firmware Updates*	☑	$	$
Equipment Purchases & Replacements	$	$	X

$ = Additional Cost

*Firmware updates for Supported/Unsupported equipment are available at an additional cost. Firmware updates for Recommended equipment are included.

Network Equipment Support Details

Electric's **Recommended** network equipment enables the best possible support experience and includes the following services at no additional cost:
• Proactive Device Outage Monitoring
• Proactive Device Firmware Updates (Biannually)
• Managed Cloud Dashboard with customer visibility & email alerting
• VPN Service Setup on Firewall

Electric's services for both **Recommended and Supported** network equipment includes:
• Recommendations for network optimization and basic security configurations
• Remote troubleshooting
• Configuration settings changes
• VPN user management and end-user troubleshooting (when utilizing either the native VPN client built into Windows and MacOS or the firewall manufacturer's VPN client)
• Additional Cost Services ($) include:
  • Mass VPN profile deployments to all endpoints through MDM software
  • VPN software version updates on the firewall and endpoints

Electric's scope of support for **Unsupported** equipment is limited to paid projects only.
• Some examples of services that are either not provided or are provided at an additional cost for unsupported equipment are as follows:
remote troubleshooting, configuration/settings changes, VPN user management, device firmware updates, firewall rule creation, VLAN configuration, etc.

Electric's Professional Services team is capable of making strategic recommendations for network equipment upgrades. These upgrades will incur additional costs for equipment, installation, and initial configuration in the form of a project.

24/7 Network Outage Phone Support is available at an additional cost. Speak to your Account Executive or Customer Success Manager for more information.

Electric does **NOT** support the following network-connected equipment at this time: security and surveillance systems, door access control systems, HVAC, VoIP/PBX systems, wireless range extenders/bridges, and other IoT equipment.

Please be advised that Electric's scope of support for network equipment and this document are subject to change at any time.   V2.9102021