



SERVICE DESCRIPTION

FORTICONVERTER SERVICE FOR FORTIGATE

1. Introduction

This service provides the customer with a configuration file converted from FortiGate/FortiWiFi or 3rd party firewalls, for use on the specific FortiGate/FortiWiFi the service is registered against. The list of third party vendor firewalls, FortiOS releases as well as compatible and supported configurations is provided in the FortiConverter Admin Guide available at <http://docs.fortinet.com/forticonverter/admin-guides>.

2. Service Features & Deliverables

The service includes support for the following configuration elements for third party firewalls:

- Interface
- NAT
- Firewall only Policies and Address Objects
- Static Routes

Upon receipt of the FortiConverter service team for the above features, will perform the following remote activities:

- Provide an initial response which acknowledges the request within one (1) Business Day Pacific Standard Time.
- Convert the source configuration file to the target FortiOS version, provided the source file is supported.
- Validate in a lab environment, the converted configuration on the target FortiGate platform, without errors in the config-error-log file. Any errors experienced will be documented with an explanation.
- Provide a converted configuration file for the appliance covered by the service.

The conversion is complete upon Fortinet's provision of a configuration file. Support is available for the remainder of the term but Fortinet is under no obligation to provide additional conversions.

3. Customer Requirements & Responsibilities

- Registration of appliances and service activation in the Fortinet support portal.
- Comply with all reasonable requests for technical information to deliver the service.
- Provision of a unique configuration file, only one configuration can be provided per request.
- Verify compatibility before purchase and before configuration submission.

By purchasing the service, the customer understands and agrees that Fortinet is not obligated to provide the service if the customer fails to meet these requirements.

4. Exclusions

- The scope of the service is limited to the features and activities outlined in Section 2. Professional Services are available for purchase for; additional feature sets, security assessment services, implementation and migration cut-over assistance. For the absence of doubt the service specifically excludes:
 - the configuration conversion of the following features Application Control, IPS, Anti-Virus, Anti-Spam and Web Filtering policies.
 - telephone and after-hours support – for business hour definition see Section 5.
- The service is only available on active, generally available firmware, as defined by the Fortinet product lifecycle policy.
- The service does not provide an assessment of the effectiveness of the policy in regard to security compliance or rule optimization, as a result the configuration is converted without recommendations.
- The customer is responsible for verifying and applying the configuration, and notwithstanding anything to the contrary it is the sole responsibility of the Customer to configure and manage its FortiGate appliances. This service is limited to the provision of the configuration file and support for such conversion.

5. Terms & Conditions

- The service provides for one (1) firewall migration configuration during the duration of the service.



- For FortiGate to FortiGate conversions, Fortinet will make commercially reasonable efforts to migrate the configuration based on hardware specific differences including but not limited to Wi-Fi, POE (power over ethernet) and DSL (digital subscriber lines).
- This service is covered by the (then up to date), current Fortinet Service Terms and Conditions. An active FortiCare 8x5 or 24x7 contract is a requirement for activation of the service on the Fortinet appliance.
- The service is valid for a period of three hundred and sixty-five days from activation per purchased service unit, during which a quantity of one (1) conversion must be completed and support will be available for such 365-day period.
- The service is uniquely delivered from the U.S and is available during standard support hours Monday – Friday, 08.00 – 17.00 Pacific Standard Time excluding US holidays.

6. Eligibility & Purchasing

The service is available for purchase by a customer through authorized Fortinet resellers and distributors globally. The service is delivered to the customer of Fortinet products as referenced in the purchase order placed with Fortinet by a customer or Fortinet authorized partner or distributor. The service may be cancelled at any time and for any reason, but in no event, will Fortinet refund any prepaid subscription fee. All Sales are final.

Purchasing Information: Refer to the pricelist for the specific service SKU required for your FortiGate appliance.