



McAfee Hardware Support Location Matrix

Essential Support Information

2018 Q2 Edition

Location	Next Business Day (NBD) On-Site	Same Day On-Site	Advance Replacement Support (ARMA)
North America	United States & Canada	United States & Canada Available In Most Major Markets -Product location, product type and install quantity must be provided to ISECGfieldservice@intel.com for approval	Requires Validation - Next Business Day (NBD) Onsite must be unavailable in the city/metropolitan area where equipment will be located
APAC	Australia, China*, Hong Kong, India† & Singapore	Australia, China, Hong Kong, India & Singapore Limited Locations Available -Product location, product type and install quantity must be provided to ISECGfieldservice@intel.com for approval	American Samoa, Bangladesh, Bhutan, Brunei, Cambodia, Chatham Island, China, Christmas Island, Cocos Island, Cook Islands, Diego Garcia, Fiji Islands, French Polynesia, Guam, India, Indonesia, Kiribati, Kyrgyzstan, Laos, Macau, Malaysia, Maldives, Mariana Islands, Marshall Islands, Federated States of Micronesia, Mongolia, Myanmar (Burma), Nauru, Nepal, New Caledonia, New Zealand, Niue, North Marianas, Palau, Papua New Guinea, Philippines, Saipan, Solomon Islands, South Korea, Sri Lanka, Tahiti, Taiwan, Tajikistan, Thailand, Tokelau, Tonga, Tuvalu, Vanuatu, Vietnam, Wake Island, Wallis and Futuna Islands & Western Samoa
APAC, China* <i>Available in the following metropolitan areas/cities</i>	Baoding, Beijing, Cangzhou, Changchun, Changsha, Changzhou, Chengdu, Dalian, Dezhou, Dongguan, Fuzhou, Guangzhou, Guiyang, Handan, Hangzhou, Harbin, Hefei, Henan, Huai'an, Huizhou, Hunan, Jiangmen, Jiaxing, Jinan, Jinhua, Langfang, Lianyungang, Linyi, Maoming, Mianyang, Nanning, Nanjing, Nantong, Ningbo, Qingdao, Quanzhou, Shantou, Shaoxing, Shanghai, Shenyang, Shenzhen, Shijiazhuang, Suqian, Tai'an, Taizhou (Jiangsu), Taizhou (Zhejiang), Tangshan, Tianjin, Weifang, Wenzhou, Wuxi, Xi'an, Xianyang, Xuzhou, Xingtai, Yancheng, Yangzhou, Yantai, Zhangzhou (Fujian), Zhangzhou (Guangdong), Zhucheng, Zibo & Zunyi	Limited Locations Available -Product location, product type and install quantity must be provided to ISECGfieldservice@intel.com for approval	Requires Validation - Next Business Day (NBD) Onsite must be unavailable in the city/metropolitan area where equipment will be located
APAC, India† <i>Available in the following metropolitan areas/cities</i>	Agra, Ahmedabad, Aligarh, Allahabad, Ambattur, Amritsar, Aurangabad, Bangalore, Bareilly, Bhiwandi, Chandigarh, Chennai, Dehradun, Delhi, Faridabad, Firozabad, Ghaziabad, Gurgaon, Hyderabad, Indore, Jaipur, Jalandhar, Kalyan-Dombivali, Kochi (Cochin), Kolhapur, Kolkata, Loni, Lucknow, Ludhiana, Meerut, Mira-Bhayander, Moradabad, Mumbai, Nagpur, Nashik, Navi Mumbai, Noida, Pimpri-Chinchwad, Pune, Raipur, Surat, Thane, Ulhasnagar, Varanasi & Vasai-Virar	Limited Locations Available -Product location, product type and install quantity must be provided to ISECGfieldservice@intel.com for approval	Requires Validation - Next Business Day (NBD) Onsite must be unavailable in the city/metropolitan area where equipment will be located
EMEA	Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal, Romania, Russia†, Saudi Arabia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, United Arab Emirates & United Kingdom	Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, Netherlands, Poland, Portugal, Russia†, Saudi Arabia, Spain, Sweden, Switzerland, Turkey, United Arab Emirates & United Kingdom Limited Locations Available -Product location, product type and install quantity must be provided to ISECGfieldservice@intel.com for approval	Afghanistan, Albania, Algeria, Andorra, Angola, Antarctica, Armenia, Azerbaijan, Bahrain, Belarus, Benin, Bosnia & Herzegovina, Botswana, Burkina Faso, Burundi, Cameroon, Canary Islands, Cape Verde, Central African Republic, Chad, Comoro Islands, Congo (formerly Zaire), Djibouti, Egypt, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Gabon, Gambia, Georgia, Ghana, Gibraltar, Greenland, Guinea, Guinea-Bissau, Iceland, Iraq, Israel, Ivory Coast, Jordan, Kazakhstan, Kenya, Kuwait, Latvia, Lebanon, Lesotho, Liberia, Libya, Macedonia, Madagascar, Madeira, Malawi, Mali, Malta, Mauritania, Mauritius, Mayotte, Moldova, Morocco, Mozambique, Namibia, Niger, Nigeria, Norway, Oman, Pakistan, Palestine, Qatar, Republic of Congo, Reunion Island, Russia, Rwanda, Saint Helena, San Marino, Sao Tome and Principe, Senegal, Serbia, Seychelles, Sierra Leone, Somalia, South Africa, Svalbard & Jan Mayen, Swaziland, Tanzania, Tunisia, Togo, Turkmenistan, Uganda, Ukraine, Uzbekistan, Yemen, Zambia, Zanzibar & Zimbabwe
EMEA, Russia† <i>Available in the following metropolitan areas/cities</i>	Arkhangelsk, Balashikha, Belgorod, Bryansk, Chelyabinsk, Cherepovets, Engels, Ivanovo, Izhevsk, Kaliningrad, Kaluga, Kazan, Khimki, Kostroma, Korolyov, Krasnodar, Kursk, Lipetsk, Magnitogorsk, Moscow, Naberezhnye Chelny, Nizhny Novgorod, Nizhny Tagil, Novorossiysk, Novosibirsk, Omsk, Oryol, Perm, Podolsk, Rostov-on-Don, Ryazan, Saint Petersburg, Samara, Saratov, Smolensk, Stary Oskol, Sterlitamak, Tambov, Tolyatti, Tula, Tver, Tyumen, Ufa, Veliky Novgorod, Vladimir, Vologda, Voronezh, Yaroslavl & Yekaterinburg	Limited Locations Available -Product location, product type and install quantity must be provided to ISECGfieldservice@intel.com for approval	Requires Validation - Next Business Day (NBD) Onsite must be unavailable in the city/metropolitan area where equipment will be located
LTAM	Brazil, Chile & Mexico	Brazil, Chile & Mexico Limited Locations Available -Product location, product type and install quantity must be provided to ISECGfieldservice@intel.com for approval	Anguilla, Antigua & Barbuda, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Cayman Islands, Columbia, Costa Rica, Curacao, Dominica, Dominican Republic, Ecuador, Easter Islands, El Salvador, Falkland Islands, French Guiana, Grenada & Carriacou, Guadeloupe, Guantanamo Bay, Guatemala, Guyana, Haiti, Honduras, Jamaica, Martinique, Montserrat, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, Saint John, Saint Kitts & Nevis, Saint Lucia, Saint Martin, Saint Vincent & the Grenadines, Suriname, Trinidad & Tobago, Turks & Caicos Islands, US Virgin Islands Uruguay, Venezuela
LTAM, Brazil§ <i>Available in the following metropolitan areas/cities</i>	Bauru, Belo Horizonte, Brasilia, Campinas, Campo Grande, Carapicuiaba, Cascavel, Curitiba, Diadema, Duque dos Campos, Florianopolis, Franca, Goiania, Guarujá, Guarulhos, Itaquaquecetuba, Jundiaí, Londrina, Maringa, Maua, Mogi das Cruzes, Niteroi, Osasco, Porto Alegre, Rio de Janeiro, Santos, Santo Andre, Sao Bernardo do Campo, Sao Goncalo, Sao Jose dos Campos, Sao Paulo, Sao Vicente, Sorocaba & Vitoria	Limited Locations Available -Product location, product type and install quantity must be provided to ISECGfieldservice@intel.com for approval	Requires Validation - Next Business Day (NBD) Onsite must be unavailable in the city/metropolitan area where equipment will be located

About McAfee

McAfee is the device-to-cloud cybersecurity company. Inspired by the power of working together, McAfee creates business and consumer solutions that make our world a safer place. By building solutions that work with other companies' products, McAfee helps businesses orchestrate cyber environments that are truly integrated, where protection, detection, and correction of threats happen simultaneously and collaboratively. By protecting consumers across all their devices, McAfee secures their digital lifestyle at home and away. By working with other security players, McAfee is leading the effort to unite against cybercriminals for the benefit of all. <http://www.mcafee.com>

