

Net.Cover

Maintenance plans for Business Continuity

Net.Cover provides dedicated and comprehensive support for your network. You get the highest levels of technical support, superior risk mitigation measures, and proactive services to ensure high-availability, business continuity and peace of mind.

Multi-level technical phone support, priority queuing, and advanced product replacement are available in this

comprehensive support program. These services are support maximum uptime and ease troubleshooting of vital network hardware and software issues. This broad selection of support options extends from the access edge to the most mission-critical core components and supports applications ranging from standard enterprise connectivity to IP voice, video, security and data delivery.

	WARRANTY *	Net.Cover		
		PREFERRED	ADVANCED	ELITE
Online services	■	■	■	■
Knowledge base	Basic	Premium	Premium	Premium
Software updates	90 days	■	■	■
Hardware support	Repair and return	Repair and return. Free shipment***	Advance replacement next business day shipping	Advance replacement next business day shipping
Priority queue		Preferred	First	Top
Support portal		■	■	■
TAC** live support		8 x 5	8 x 5	8 x 5
Configuration assessment			■	■
Direct account support				■

* For up to date warranty conditions please visit <http://www.alliedtelesis.com/warranty>

** TAC is Allied Telesis Technical Assistance Center

*** Regional restrictions may apply. Please check <http://alliedtelesis.com/netcover> being sure to select your country

Direct account support

Elite clients have direct contact with Allied Telesis account managers and specialists, who assist in the selection of best-fit solutions and technologies and provide support for speedy problem resolution.

Configuration assessment

Have your supported device's configurations verified and assessed by our TAC specialists, who can suggest improvements, corrections and optimizations for achieving the best performance out of your Allied Telesis network.

TAC live support

Subscribing to a Net.Cover plan, whether Elite, Advanced or Preferred, entitles you to live support from Allied Telesis TAC specialists who provide step-by-step guidance to identify and solve network related issues. Net.Cover client requests are prioritized according to the subscribed plan, and enjoy live support through local toll-free phone numbers. Please check our website for the up-to-date list of phone numbers for your country. Allied Telesis TAC is staffed by engineers with expertise in both Allied Telesis products and a wide range of networking technologies:

- ▶ Phone, email, Web
- ▶ Configuration assessment
- ▶ Root cause troubleshooting
- ▶ Priority access
- ▶ Escalation management

Hardware support

Providing hardware troubleshooting and fault diagnosis, Allied Telesis hardware support covers the cost of repairs in the event of a hardware failure, preventing any unforeseen expenses. The Advanced Hardware Replacement option ensures a minimum of network downtime for mission-critical applications.

Clients without a valid Net.Cover maintenance plan receive instructions for basic hardware troubleshooting, while Net.Cover clients are guided through the failure analysis procedure for fast diagnosis and resolution:

- ▶ Hardware repair and return
- ▶ Next business day advanced hardware replacement
- ▶ Hardware failure diagnosis

Support portal

Net.Cover clients are registered to the Allied Telesis Support Portal with access to the premium section of the Knowledge Base, as well as tools for faster and easier management of their maintenance contracts.

Software support

Allied Telesis Software Support provides online access to software upgrades, updates and bug fixes for all products covered. These updates deliver timely features and enhancements in response to the constant changes that customers experience in their networking environments.

Net.Cover clients will also be entitled to receive patches and fixes developed to solve their issues:

- ▶ 24 x 7 software access
- ▶ Software updates and upgrades
- ▶ Release notes and documentation

Online services

The Allied Telesis interactive support and information network is available 24 hours a day, 7 days a week. It provides convenient and immediate access to a wealth of information, and an online service portal to submit and track technical support incidents:

- ▶ 24 x 7 x 365 self-service tools
- ▶ Online incident management
- ▶ Access to the Knowledge Base

How do I get a second chance?

If you decide after your purchase is complete that you want the added value and services that Net.Cover provides, we will give you a second chance to activate a Net.Cover plan. With the Net.Cover Second Chance Program, you can guarantee your ability to deliver secure and reliable network services even after your purchase is complete.

Although most customers subscribe to Net.Cover at the time of product purchase, many don't see the value in Net.Cover until it's actually needed or simply forget to renew when the subscription expires. That's where the Second Chance program comes to the rescue. Allied Telesis is committed to your success, and we want you to get the support your business needs, when you need it.

With the Net.Cover Second Chance Program, you can guarantee your ability to deliver secure and reliable network services.

Visit today <http://www.alliedtelesis.com/contact> for the closest Allied Telesis office contact details.

Learn More

For ordering information or further assistance please contact your local sales office.

 alliedtelesis.com/netcover