

# Net.Cover Advanced Support Program

Available for one and three year terms, Allied Telesis Net.Cover® support programs provide flexible and comprehensive coverage, for customers wishing to enhance and extend the features offered by standard warranty alone, to further safeguard their network and simplify their maintenance budget with a single fee.

Benefits of the Net.Cover Advanced support program include prioritized technical support, extended telephone support hours, advanced hardware replacement and direct account support, including fault analysis, quality reporting and business reviews.

The Net.Cover Advanced program offers:

### Allied Telesis Online Solutions

Allied Telesis offers a Web-based, online support service. Using your personalized account you can raise and track the status of your technical support incidents 24 hours a day, seven days a week.

### Knowledgebase

Advanced support grants unlimited access to a wide range of problem resolution tools and information, prepared by our Allied Telesis technical experts.

### Telephone Support 24x5

As a Net.Cover Advanced customer you receive toll-free telephone access to the Allied Telesis Technical Assistance Center (TAC).

Learn More

 [alliedtelesis.com/support](http://alliedtelesis.com/support)

Net.Cover Advanced provides 24 hour telephone support Monday to Friday (excluding public holidays).

### Free Hardware Repair

A Net.Cover support program covers the cost of all hardware repairs, saving you from unforeseen budgetary constraints.

### Software Subscription Service

Online access to OS software patches, bug fixes and upgrades, pertaining to your products covered by a Net.Cover service agreement.

Net.Cover support programs entitle you to download current and previous versions of the OS software covered. Feature licenses sold separately from the base product require the subscription of a specific support contract.

### Advanced Hardware Replacement

In the unlikely event of a hardware failure, Net.Cover Advanced guarantees the next business day\* shipment of a replacement unit.

\*Business day is defined as Monday to Friday excluding statutory national holidays.

### Direct Account Services

Our Advanced program offers a range of reporting and management options from a delegated Allied Telesis expert, including:

- ▶ Activity quality report
- ▶ Fault analysis
- ▶ Biannual business review
- ▶ Proactive management
- ▶ Case management

### Configuration Assessment

This feature provides for an Allied Telesis engineer to assess your basic hardware and software configuration files. If additional services are required, the Allied Telesis Professional Services organization is available to provide complete engineering services, including design consultation, implementation, documentation and remote as well as on-site network analysis and troubleshooting, which are billed separately. For details and pricing on Allied Telesis Professional Service offerings, please contact your sales representative.



DIRECT ACCOUNT SUPPORT					Premier Support*	
ADVANCED HARDWARE REPLACEMENT		NBD Shipment			NBD Shipment	
CONFIGURATION ASSESSMENT						
KNOWLEDGEBASE ACCESS	90 days	90 days			Customized	
FREE PHONE SUPPORT	90 days 12 x 5	12 x 5	24 x 5		24 x 7	
SOFTWARE UPDATES	Unlimited	Unlimited	Unlimited		Unlimited	
FREE HARDWARE REPAIR	■	■	■	■	■	
ONLINE SERVICES	■	■	■	■	■	
		WARRANTY	SOFTWARE	PREMIUM	ADVANCED	ELITE

\* See program datasheet for details