

# Net.Cover Elite 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.

Net.Cover Elite provides our most comprehensive support package, including priority 1 technical support, 24x7 telephone support hours, premier account support and network monitoring.

The Net.Cover Elite 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.

## Knowledgebase

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

## Telephone Support 24x7

As a Net.Cover Elite customer you receive toll-free telephone access to the Allied Telesis Technical Assistance Center (TAC). Net.Cover Elite provides telephone support 24 hours a day, seven days a week, excluding public holidays.

## Learn More

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

## Free Hardware Repair

A Net.Cover service agreement 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 Elite 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 Elite program offers our highest level of account support through reporting, management and monitoring options, including:

- ▶ Activity quality report
- ▶ Fault analysis
- ▶ Quarterly business review
- ▶ Proactive management
- ▶ Case management
- ▶ Health checks
- ▶ Premier monitoring
  - » Remote troubleshooting
  - » Automated fault management
  - » Hardware probe required

## 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.



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