

# Net.Cover Premium 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 Premium support program include free telephone access to our Technical Assistance Center who will guide you through the identification and resolution of problems. Subscribing to Net.Cover Premium provides unlimited software updates and upgrades, as well as free hardware repair with both inward and outward shipment costs covered by Allied Telesis.

The Net.Cover Premium 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

Premium support grants 90 days access to a wide range of problem resolution tools and information, prepared by our Allied Telesis technical experts.

### Telephone Support 12x5


As a Net.Cover customer you receive toll-free telephone access to the Allied Telesis Technical Assistance Center (TAC). Net.Cover Premium provides telephone support Monday to Friday (excluding public holidays).

### Free Hardware Repair

A Net.Cover service agreement covers the cost of all hardware repairs, saving you from unforeseen budgetary constraints. Allied Telesis covers both inward and outward shipment costs.

## Learn More

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

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

### 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.

<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>

\* See program datasheet for details

