

Net.Cover Software 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 Software Support is the entry level program providing access to software updates and upgrades for the entire duration of the contract, with the added benefit of limited 90 days access to our Technical Assistance Center (TAC).

Subscribing to the higher service levels - Net.Cover Premium, Advanced or Elite support programs - will give full TAC access for troubleshooting and optimizing your network infrastructure, as well as unlimited Knowledgebase access.

The Net.Cover Software program offers:

Knowledgebase

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

Limited Telephone Support 12x5

As a Net.Cover Software customer you will receive 90 days toll-free telephone access to the Allied Telesis Technical Assistance Center (TAC), Monday to Friday (excluding public holidays).

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.

Learn More

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

 alliedtelesis.com/support

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	■	■	■	■
* See program datasheet for details	WARRANTY	SOFTWARE	PREMIUM	ADVANCED
			ELITE	

