



Net.Cover Support Programs

Allied Telesis Net.Cover® support programs, are designed to provide dedicated and comprehensive cover for your network. Delivering 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 among the services available with our Net.Cover support programs; ensuring maximum uptime and ease the troubleshooting of vital network hardware and software issues.



 [AlliedTelesis.com/service-support](https://www.AlliedTelesis.com/service-support)

Available for one and five year terms, Net.Cover provides support options for customers wishing to enhance the features offered by standard warranty alone, to further safeguard your network and simplify your maintenance budget with a single fee.

	Warranty	Net.Cover	
		Preferred	Advanced
Online Services	Yes	Yes	Yes
Knowledge Base	Basic	Premium	Premium
Software Updates	90 days	Yes	Yes
Hardware Support	Repair & Return at least 90 days	Repair & Return 14 days	Advanced Replacement - Next Business Day Shipping
Priority Queue		Priority	High Priority
Telephone Support		24 x 7	24 x 7

Net.Cover

Maintenance plans for business continuity

Net.Cover programs offer:

Online Services

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

Knowledge Base

Net.Cover clients will be registered to the Allied Telesis Support Portal with immediate access to the Knowledge Base.

Software Updates

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 our customers experience in their networking environments.

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

Hardware Support

Providing hardware troubleshooting and fault diagnosis. Allied Telesis hardware support will cover 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 will receive instructions for basic hardware troubleshooting, while Net.Cover clients will be guided through the failure analysis procedure for fast diagnosis and resolution.

- ▶ Hardware repair and return
- ▶ Next business day shipment for advanced hardware replacement (Advanced Program)
- ▶ Hardware failure diagnosis

Priority Queue

Net.Cover client's requests will be prioritized according to the subscribed plan and will be granted live phone access through local toll-free numbers.

Telephone Support

Subscribing to a Net.Cover plan, will entitle you to receive live support from the Allied Telesis Helpdesk, who will guide you step by step for identifying and solving network related issues. Allied Telesis Helpdesk is staffed by engineers with expertise, in both Allied Telesis products and a wide range of networking technologies. Please check our website for the up-to-date list of phone numbers for your country.

Take advantage of a full range of Allied Telesis services

Our managed services deliver a suite of advanced and cost-effective end-to-end networking solutions and web-based services to achieve the best performance from your Allied Telesis products.



Net.Cover

Support for maximum uptime and resolution



Net.Monitor

Networking, monitoring, and problem solving



Net.Pro

Integration, management and consulting services



Net.Campus

Certification courses and exams on IP networking