

# Support Services

Expert technical support and proactive professional services ensure your business continuity and peace of mind

- ✓ **Get business continuity** and peace of mind with maximum uptime
- ✓ **On-demand expertise** for your IT team when they most need it
- ✓ **Software updates** to keep your network secure and reliable
- ✓ **Proactive services** to prevent issues from disrupting your business



**Net.Cover® support extends from the access edge to the most mission-critical core components of your network.**

With technical assistance available on-tap and rapid responses, issues don't need to stop your business operations.

## Net.Cover support plans to suit your business

	Essential Hardware & Software Support, including telephone access	Advanced Essential + Same Business Day Hardware Shipment and configuration assistance	Select Customized Service Solutions - Choose the support benefits you need
Online Services	✓	✓	○
Knowledge base	Premium	Premium	○
Software Updates	✓	✓	○
Hardware Support	Advance Replacement	Advance Replacement - Same Business Day Priority Shipment	<ul style="list-style-type: none"> <li>▶ Replacements upon Receipt</li> <li>▶ Advanced Replacement</li> <li>▶ Advanced Replacement - Same Business Day Shipment</li> <li>▶ Same Day On Site</li> </ul>
Individualised RMA Services			<ul style="list-style-type: none"> <li>○</li> <li>▶ Standard Firmware / OS</li> <li>▶ Custom Config Upload</li> </ul>
Priority Queue	Priority	High Priority	○
Telephone Support	12 x 5	24 x 7	○
Direct to Level 2 Support		✓	○
Configuration Assessment		✓	○
Onsite Support			○
Direct Account Support			○

You can purchase one-, three-, and five-year terms. Net.Cover enhances our standard warranty to safeguard your network and simplify your maintenance expenditure.

○ option available for selection in customized Net.Cover plan

**We support your IT team to help them deliver the best experience for your staff and customers.**

# Support Services

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.



## 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 are registered on the Allied Telesis Support Portal and have immediate access to the Knowledge Base.

## Software Updates

24x7 online access to software upgrades, updates and bug fixes for all products covered, with supporting documentation. These updates deliver timely features and enhancements to support the changing demands on customer networks.

## Hardware Support

Net.Cover clients are guided through the hardware failure analysis procedure for fast fault diagnosis and resolution. Hardware support covers the cost of repair in the event of a hardware failure, preventing unbudgeted expenses. The advanced replacement option minimizes downtime for mission critical applications

- Replacement upon receipt
- Net.Cover Essential – Advanced hardware replacement
- Net.Cover Advanced program – Same day dispatch advanced hardware replacement
- Net.Cover Select – hardware support tailored to suit business needs

## Priority Queue

Customer requests will be prioritized according to the subscribed plan and will be granted live phone access through local toll-free numbers.

## Telephone Support

Live support from the Allied Telesis helpdesk, who will guide you step by step through identifying and solving network related issues. Our engineers have expertise in both Allied Telesis products and a wide range of networking technologies. Please check our website for the up-to-date list of support phone numbers for your country.

## Configuration Assessment

Our engineers can assess your hardware and software configuration files. If additional services are required, Allied Telesis Advisory Services are available to provide design consultation, implementation, documentation, and remote or onsite analysis and troubleshooting, which are billed separately. For details and pricing on our Advisory Services, please contact your sales representative.

## Direct Account Support

Net.Cover Select clients can opt for direct contact with Allied Telesis account managers and specialists, who assist in the selection of best-fit solutions and technologies and provide support for speedy problem resolution.



**Our service plans are flexible and can be customized to meet your needs. [Contact Sales](#) to discuss your requirements.**

## TAKE ADVANTAGE OF OUR OTHER SERVICES

Our portfolio of services delivers a full range of cost-effective business solutions that optimize your IT infrastructure for maximum performance and the best experience for your customers.



### Managed Services

We'll manage your network to ensure maximum performance.



### Hosted Services

Use our managed platforms to run your business IT.



### Advisory Services

We're here to help you and keep your business running.



### Implementation Services

Use our experience to get your IT project operational fast.



### Training Courses

Grow the skills and knowledge of your IT team.