

Net.Cover Advanced Support Program

Net.Cover® is a flexible set of support programs by Allied Telesis, that can be tailored to meet the needs of customers who wish to take additional precautions to safeguard the integrity of networked data, ensure network up-time, and maximize end-user productivity, while protecting their original investment well into the future. Available for one and three year terms, these support programs provide comprehensive coverage, for a single fee, helping you to simplifying your network maintenance budget.

The Net.Cover Advanced Support Program provides access to a higher level of support than our Basic Support Program for the Allied Telesis portfolio. Including higher support priority levels and Advanced Hardware Replacement, Net.Cover Advanced is ideal for network environments that require a high degree of network availability, data integrity and end-user productivity.

Learn More

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

✉ netcover_apac@alliedtelesis.com

🌐 alliedtelesis.com/support

The Net.Cover Advanced program offers:

Allied Telesis Online Solutions

Allied Telesis offers a Web-based, online support service, providing a wide range of problem resolution tools and information at your fingertips. Using your personalized account you can raise and track the status of your technical support incidents 24 hours a day, seven days a week.

Priority Queuing and Escalation

Reducing the waiting time for our contracted customers, the priority escalation service will move your Net.Cover Advanced incident to the front of the queue.

Telephone Support 8x5

As a Net.Cover customer you receive toll-free telephone access to the Allied Telesis Technical Assistance Center (TAC). Net.Cover Advanced provides telephone support Monday to Friday, during local business hours.

Free Hardware Repair

A Net.Cover service agreement covers the cost of all hardware repairs, saving you from unforeseen budgetary constraints.

Software Subscription Service

Receive online access to OS software patches, bug fixes and upgrades, pertaining to your products covered by a Net.Cover service agreement.

OS software only includes the current and immediately previous versions. Some feature Licenses — designated by Allied Telesis as Updates— could be provided by Allied Telesis at an additional charge.

Advanced Hardware Replacement

In the unlikely event of a hardware failure, Net.Cover Advanced guarantees a same business day* shipment of a replacement unit, or next business day* shipment if the request is received after 3pm CET.

*Business day is defined as Monday to Friday excluding statutory national holidays. This service does not guarantee next business day delivery.

ENGINEER ON SITE			■	■
ADVANCED HARDWARE REPLACEMENT		Same day shipment	Next business day	4 hours 24 x 7
FREE PHONE SUPPORT	8 x 5	8 x 5	24 x 7	24 x 7
FREE HARDWARE REPAIR	■	■	■	■
SOFTWARE UPDATES	■	■	■	■
PRIORITY QUEUING	■	■	■	■
ONLINE SERVICES	■	■	■	■
	BASIC	ADVANCED	PREMIUM*	EXPERT*

* Premium and Expert contracts are not available in all countries

