



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, three 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.

	Net.Cover		
	Preferred	Advanced	Elite
Online Services	Yes	Yes	Yes
Knowledge Base	Premium	Premium	Premium
Software Updates	Yes	Yes	Yes
Hardware Support	Repair & Return	Advanced Replacement - Next Business Day Shipping	Advanced Replacement - Next Business Day Shipping
Priority Queue	Priority	High Priority	Top Priority
Telephone Support	Business Hours	24 x 5	24 x 7
Configuration Assessment		Yes	Yes
Direct Account Support			Yes

Net.Cover Premium, Advanced and Elite support programs are available on current Allied Telesis products. For customers looking for continued protection on End of Sale products, Net.Cover TAC offers access to software updates and upgrades, along with access to our Technical Assistance Center (TAC). To check if Net.Cover TAC is available for your product and to obtain a quotation, please contact your local Allied Telesis representative.

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 & Elite Programs)
- ▶ 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.

Configuration Assessment

This feature provides an Allied Telesis engineer to assess your basic hardware and software configuration files. If additional services are required, the Allied Telesis Professional Services organization is available to provide complete engineering services, including design consultation, implementation, documentation and remote as well as onsite network analysis and troubleshooting, which are billed separately. For details and pricing on Allied Telesis Professional Service offerings, please contact your sales representative.

Direct Account Support

Elite clients have 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.

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.Assist

For a high-performing network, 24/7



Net.Pro

Integration, management and consulting services



Net.Campus

Certification courses and exams on IP networking