

Net.Cover

ON-DEMAND TECHNICAL SUPPORT FOR BUSINESS-CRITICAL NETWORKS

Allied Telesis Net.Cover® is an ideal support program that maintains critical uptime for vital network systems. Multi-level technical phone support, priority queuing, and advanced product replacement are available in this comprehensive support program. These services are designed to support maximum uptime and ease troubleshooting of vital network hardware and software issues. This broad selection of support options is ideal—from the access edge to the most mission-critical core components, and supports applications ranging from standard enterprise connectivity to IP voice, video, security and data delivery.

Learn More

☎ | 800-428-4835

🌐 alliedtelesis.com/netcover

✉ service_us@alliedtelesis.com

Net.Cover Plan Comparison

PLAN BENEFITS	Net.Cover BASIC	Net.Cover STANDARD	Net.Cover ADVANCED	SOFTWARE APPLICATION SUPPORT
Support Hours	12 x 5	12 x 5	24 x 7 x 365	24 x 7 x 365
Technical Support	■	■	■	■
Configuration Assessment		■	■	■
Software Updates		■	■	■
Advanced Hardware Replacement		■ Two Business Days	■ Next Business Day	N/A
Priority Queuing		■ Priority Three	■ Priority Two	■ Priority Two

Net.Cover Frequently Asked Questions

When must I purchase Allied Telesis Net.Cover support?

» Net.Cover must be purchased within 90 days of product purchase, or you will incur an additional support fee.

My Allied Telesis Net.Cover support contract is about to expire. When must I renew?

» Net.Cover support renewals must occur prior to the current contract expiration, or you will incur an additional support fee.

Can I purchase Allied Telesis Net.Cover support for an Allied Telesis device that has not been covered previously by an Allied Telesis Net.Cover support contract?

» Yes; however, the device must be running the current version of firmware or software. If the firmware or software is one or more releases old, then you must first purchase a software upgrade for each device(s) before you can purchase Allied Telesis Net.Cover support for your device(s). Additionally, each device may be required to be inspected by Allied Telesis to ensure all components and software are approved.

Can I purchase Allied Telesis Net.Cover support on a device that is older than 12 months?

» Allied Telesis Terms and Conditions state that Net.Cover should be purchased within 90 days of hardware purchase; however, any product that is still under warranty can usually be covered. Please check with your Allied Telesis sales representative for more information. Allied Telesis may require a proof of purchase to validate that the device is in fact under warranty and that the device is in full operational order. Allied Telesis reserves the right to inspect any device prior to offering Net.Cover services, which may incur a charge.

What contract lengths are available for Net.Cover support contracts?

» Net.Cover Basic, Standard and Advanced are available in one- and three-year terms. For some products, a five-year option may be available. Please check with your Allied Telesis sales representative for more information on availability.

» Service renewals are capped at a maximum of three years, depending on the age and End of Sale status of the product being renewed. Please check with the Allied Telesis service group for information on renewal options.

Net.Cover Service Features

Technical Support

This feature provides a technical service engineer who will troubleshoot problems within your network environment and will identify and isolate product failures, including whether the failure requires a return of your equipment to Allied Telesis for repairs. This is a live phone support plan with availability up to 24 hours a day, 365 days a year, depending on the Net.Cover plan selected:

- **24 x 7 x 365 Technical Assistance Center (TAC) Access**
Live phone support 24 hours a day, 365 days a year.
- **12 x 5 TAC Access**
Live phone support 5:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday, excluding holidays.

Configuration Assessment

This feature provides for 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 turn-up, which are billed separately. For details and pricing on Allied Telesis Professional Service offerings, please contact your sales representative.

Software Updates

This feature allows access to software updates and release notes specific to your product purchase via the Allied Telesis restricted software web site. This includes no-charge updates of the operating system, software patches and revisions as soon as they are released. Activation is included with the purchase of your Net.Cover contract. Access to software updates is dependent upon on the Net.Cover plan selected. Please contact your Allied Telesis sales representative for more information.

Priority Queuing

All tickets opened with Allied Telesis TAC are given a predefined priority level, allowing for live transfer and/or immediate escalation to L2 support upon ticket creation. This process also reduces on-hold wait time for Net.Cover customers seeking technical support by moving the call further ahead of the on-hold queue.

- **Net.Cover Advanced – Default Priority Two Escalation**
Tickets opened with Allied Telesis TAC are by default assigned a higher priority at level two, over other calls in the queue that are at a lower priority level. (i.e. level three)
- **Net.Cover Standard – Default Priority Three Escalation**
Tickets opened with Allied Telesis TAC are by default assigned priority at level three, over other calls in the queue that are at a lower priority level. (i.e. level four)

Hardware Replacement Services

In the rare event of a hardware failure, this service will ensure product replacement to correct malfunctions, system errors and other related problems that adversely affect the product's ability to operate as designed. *All returns require product warranty registration and must be qualified by an Allied Telesis technical support representative in the TAC prior to return authorization. All RMA requests must be received by 1:00 p.m. Pacific Time to process the same day; otherwise, RMAs will be processed the following business day.*

- **Next Business Day Advanced Product Replacement RMA**
Next business day advanced replacement within the contiguous United States and Canada only, unless otherwise specified in your service agreement.
- **Two Business Day Advanced Product Replacement RMA**
Two business day advanced replacement within the contiguous United States and Canada only, unless otherwise specified in your service agreement.

Features subject to change. Certain restrictions apply.
See contract for details.