

## On-Demand Technical Support for Business-Critical Networks



## Net.Cover® Services

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Allied Telesis' Net.Cover® is an ideal solution to maintain critical uptime for vital network systems. This comprehensive service array includes features such as multi-level technical phone support, priority queuing, and advance product replacement. These services are designed to support maximum uptime and ease troubleshooting along with system management in vital network hardware. This broad selection of support options is ideal from the access edge to your most mission-critical core components, and supports applications ranging from standard enterprise connectivity to IP voice, video and data delivery.

#### What Our Customers are Saying:

*"We strive and pride ourselves on customer service. Skyline distinguishes itself on customer service and we expect no less from a vendor, and Allied Telesis has lived up to those standards."*

- John Dixon, CEO Skyline Telephone Membership

*"I was truly impressed with the integration between (your) sales, general and technical staff. No one lost a single salient point anywhere during hand-offs. Everyone seemed to communicate well and effectively and enjoy their work. Your team was so fluid in handling the issue for me and my vendor that I have nothing but high regard for you all."*

- Mike Diehn, Finowen



## Factory Warranty

### 8 x 5 Phone Support

This feature provides a qualified technical service engineer who will troubleshoot problems within your network environment and will identify and isolate product failures. This service is strictly for RMA purposes only, all configuration services are billed separately. Supported hours are 5am to 5pm Pacific Time zone, Monday through Friday, excluding holidays.

### Twenty Day Replace upon Receipt for Defective Products

Any product that is under warranty and has been qualified as defective by a live phone conversation with an Allied Telesis technical support representative, is eligible for free product replacement. Customers without a Net.Cover contract experience on average, a fifteen to twenty day total turn-around time for product replacement. Replacement product is shipped after the defective unit(s) has been received by our warehouse. Shipping costs for defective units being sent to Allied Telesis is the responsibility of the customer. However, all outgoing shipments are done at Allied Telesis' expense.

### Online Solutions - Allied Telesis Self Help Service Center

Utilizing advanced Self Learning Technology, and powered by the state of the art Revelation Engine, the Allied Telesis Knowledge Base offers a dynamically growing database designed to facilitate customer inquiries, helping to create an easier way for Allied Telesis customers to troubleshoot their networks. Complete with personalized accounts for customer's businesses, the Knowledge Base is more than a search engine, but a direct 24 x 7 link to Allied Telesis' information treasury. Contact our Technical Support Staff around the clock, from anywhere in the world, using the "Ask a Question" feature! Responses will return directly to your e-mail within one business day. Take advantage of the Right Now eService Center with web self-service and email management.

### Knowledge Base Benefits:

- Real-time 24 x 7 x 365 access to our database and eService Center
- A dynamic tool, the Knowledge Base uses self-learning technology, constantly expanding to facilitate customer inquiries, problems and solutions
- Browse by category, or key-word search for questions and answers in our in-depth database
- Receive automatic updates to inquiries and answers via e-mail
- Submit on-line questions and comments directly to our technicians



## Net.Cover® Basic Plus

### 8 x 5 Phone Support

This feature provides a qualified technical service engineer who will troubleshoot problems within your network environment and will identify and isolate product failures. This is a live phone support plan that is supported 5am to 5pm Pacific Time zone, Monday through Friday, excluding holidays.

### Priority Queuing and Escalation

Priority queuing is a service that advances technical support calls to the “front-of-the-line” so to speak. This process reduces on-hold wait time for contracted customers seeking technical support by moving their call to the front of the on-hold Queue. If a tier one support representative cannot address the problem immediately, the incident is set to an escalated priority level, which dramatically decreases call back time from level 2 support.

### Configuration Assessment

This feature provides for an ATI engineer to assess the customer's basic hardware and software configuration files. If additional services are required, the ATI Professional Services organization provides complete engineering services including design consultation, implementation, documentation and turn-up, which is billed at a separate hourly rate. For details and pricing for our Professional Service offerings, please contact your sales representative.

### No Out of Warranty Expenses

Replacing a product once it has reached the end of its warranty may incur a high repair cost. A service agreement covers this cost completely and can save you from unforeseen budgetary constraints.

### Same Day Shipment of Replacement Product\*

In the rare event of a failure, this service will provide customers with same day product shipment from our RMA warehouse locations. This service provides product replacement and workarounds to correct bugs, malfunctions, system errors and other related problems that adversely affect the product's ability to operate as designed. All returns must be “qualified” by a technical support representative prior to return authorization. To further decrease return time on faulty products, RMA processing is done with a *Priority One Severity Level*.

*\*This level of service does not guarantee next business day product replacement.*

*\*\* Next business day advance replacement is limited to the contiguous United States and Canada unless otherwise specified in your service agreement.*

## Net.Cover® Advanced

### 24 x 7 x 365 Phone Support

This feature provides a qualified technical service engineer who will troubleshoot problems within your network environment and will identify and isolate product failures. This is a live phone support plan that is supported 24 hours a day, 365 days a year.

### Priority One Escalation

All tickets opened with ATI TAC are given a severity 1 level, allowing for live transfer and / or immediate escalation to L2 support upon ticket creation. This process also reduces on-hold wait time for contracted customers seeking technical support by moving the call to the front of the on-hold Queue.

### Configuration Assessment

This feature provides for an ATI engineer to assess the customer's basic hardware and software configuration files. If additional services are required, the ATI Professional Services organization provides complete engineering services including design consultation, implementation, documentation and turn-up, which is billed at a separate hourly rate. For details and pricing for our Professional Service offerings, please contact your sales representative.

### Next Business Day Advanced Product Replacement and Priority RMA Processing\*\*

In the rare event of a failure, this service will ensure next business day product replacement and workarounds to correct bugs, malfunctions, system errors and other related problems that adversely affect the product's ability to operate as designed. All returns must be “qualified” by a technical support representative prior to return authorization. To further decrease return time on faulty products, RMA processing is done with a *Priority One Severity Level*.

### Software Updates with Proactive Change Notification

This feature allows for immediate notification of operating system, software patches and revisions as soon as they are released to our public web site. Software and release notes can be downloaded directly from Allied Telesis' technical support public website, and activation is included with the purchase of your Net.Cover® contract.

# Additional Allied Telesis Services

## Professional Services

In today's world of highly complex data, video, and voice networks, finding the right hardware and software is only one piece of the puzzle. Other key factors include obtaining adequate staff with the correct skill sets, ensuring a fast time to deployment, and controlling capital and expense costs. Combined these amount to a significant investment and an increasingly complex set of resources.

Allied Telesis Professional Services is a team of highly-trained, highly-experienced network engineers and project managers that are dedicated to helping you design, integrate, deploy, and manage your critical network systems.

It is the mission of Professional Services to understand your business goals and we equate the success of your business with our own. We listen to you, study your business model and objectives, and develop a plan to help you accomplish your goals. We are committed to providing you with a flexible suite of options for network design, configuration, interoperability testing, implementation and management, as well as on-going network training and maintenance.

For more information about Allied Telesis Professional Services, visit our website at: [www.alliedtelesis.com](http://www.alliedtelesis.com).

**To learn more about Allied Telesis Services, please contact us:**

Telephone: 1.800.428.4835

Email: [Service\\_US@alliedtelesis.com](mailto:Service_US@alliedtelesis.com)

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USA Headquarters | 19800 North Creek Parkway | Suite 100 | Bothell WA 98011 | USA | T: +1 800 424 4284 | F: +1 425 481 3895

European Headquarters | Via Motta 24 | 6830 Chiasso | Switzerland | T: +41 91 69769.00 | F: +41 91 69769.11

Asia-Pacific Headquarters | 11 Tai Seng Link | Singapore | 534182 | T: +65 6383 3832 | F: +65 6383 3830

[www.alliedtelesis.com](http://www.alliedtelesis.com)

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