

Net.CoverSM Service Options

On-Demand Technical Support for
Business-Critical Networks



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Net.CoverSM Services

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Allied Telesis Net.Cover is an ideal solution to help maintain critical uptime for vital network systems. This comprehensive service includes features such as multi-level technical phone support, priority queuing, and advance product replacement. Options can be tailored to your own needs.

What Our Customers are Saying:

“The service and support we have received from Allied Telesis has been outstanding, the tech team responded to issues in a very timely manner reducing the turn around time for fault resolution.”

– Para Ganesan, IS Manager,
Transit New Zealand

“Allied Telesis have always been responsive and willing in terms of assisting Foodstuffs (Wellington) to meet technological challenges over the years. We have used their equipment because it is cost-effective and provides the functionality that we need. We have enjoyed a good standard of service and this has extended from technical support at a relatively complex level for configuration guidance through to senior management assisting with evaluation equipment and technology briefings. In my experience, Allied Telesis are invariably customer-focussed, and this is an important attribute for technology vendors to have for Foodstuffs.”

– Glen Wilson, Infrastructure Manager,
Foodstuffs Wellington

“Christ’s College undertook a major network upgrade which has been planned in a number of stages. The upgrade was complex and early input from Allied Telesis ensured that when issues arose, their support team was able to dedicate time to solving the issues. Ongoing support from Allied Telesis means that Christ’s College is well positioned to meet the ICT needs of its students and staff, well into the future.”

– Paul Rodley, Christ’s College,
Christchurch

Net.Cover

Three levels of service:

Gold Service

Our premier service, offering on-site response within four hours – 24 hours a day, seven days a week, 365 days a year.

Configuration assistance and phone support: 4 hours

Net.Cover Gold Service is Allied Telesis most comprehensive support plan for mission-critical networks. This plan ensures a very individualised, flexible and focused approach.

Typically used for core mission-critical items that run 24x7.

Silver Service

On-site service within eight hours – Monday to Friday. Configuration assistance and phone support: 2 hours

Net.Cover Silver Service support plan is ideal for mission-critical network environments that require a high degree of network availability, data integrity and end user productivity.

Typically used for businesses that need on-site cover during normal business hours.

Extended Warranty

Monday to Friday Phone support: 1 hour

The Net.Cover Extended Warranty Service support plan is designed for customers who are interested in keeping service and support costs to a minimum but want access to support services. Extended Warranty includes access to Allied Telesis web-accessible knowledge database, software updates and advanced replacement of failed hardware and one hour free telephone technical support.



Services

Warranty

This feature provides a local, qualified technical service engineer who will help to troubleshoot problems within your network environment and will identify and isolate product failures. Supported hours are 8:00 AM to 5:00 PM, Monday through Friday, in Australia and New Zealand, excluding holidays.

All product under warranty that has been qualified as defective by Allied Telesis is eligible for free product replacement. Uncontracted customers experience, on average, a 5- to 7-day turnaround time for product replacement. Replacement product is shipped after the defective unit(s) has been received and tested by our RMA department. Return shipping costs for defective units are the responsibility of the customer. However, all outgoing shipments are made at Allied Telesis expense.

The Base Factory Warranty comes with the purchase of any Allied Telesis equipment.

Includes: ■ 8 x 5 M-F Phone Support ■ Online Knowledge Base ■ Product Replacement Upon Receipt

Net.Cover – Guaranteed

Net.CoverSM is a comprehensive support programme offering guaranteed high-priority in-depth troubleshooting and configuration assistance – 24 hours a day, 365 days a year – as well as our fastest product turn-around time for RMAs.

Includes:

■ On-site Support ■ 24 x 7 x 365 Support ■ Online Knowledge Base ■ Priority Queuing and Escalation
 ■ Priority Listed Advanced Product Replacement ■ No Out-of-Warranty Expenses ■ Software Configuration Assistance

Net.Cover Gold Service Programme

■ Cover: 24 hours a day, 7 days a week, 365 days a year ■ Response Time: 4 hours on site
 ■ Service: On-site service + priority listed same day shipment of advanced replacement.

Net.Cover Silver Service Programme

■ Cover: 8 hours a day, 5 days a week ■ Response Time: 8 hours on site
 ■ Service: On-site service + priority listed same day shipment of advanced replacement.

Extended Warranty

■ Cover: 8 hours a day, 5 days a week ■ Response Time: same business day
 ■ Service: Next business day shipment of advanced replacement.

Spares

A complete range of spares are held in country to cover the service commitment to all our Net-Cover contract customers.

	Description	Contract term		Comment	Configuration assistance and phone support
		1 YEAR	3 YEARS		
Gold	24 x 7 x 365 days, 4 hour response, On-site service	✓	✓	Premium service for core products same business day ship	4 hours
Silver	8 x 5, 8 hour response, On-site service	✓	✓	Premium service workdays same business day ship	2 hours
Extended Warranty	8 x 5	✓	✓	Next business day ship	1 hour
Warranty	Standard return-to-base			Typically 5-7 days turnaround	



Services (continued)

Knowledge Base – Online Technical Support (All Net.Cover Service Programmes)

Using 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 personalised accounts for customer's businesses, the Knowledge Base is more than a search engine – it's a direct 24 x 7 link to Allied Telesis information archives.

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 email within one business day following submission. Take advantage of the Right Now eService Centre with web self-service and email management.

Knowledge Base Benefits:

- Real-time 24 x 7 x 365 access to our database and eService Centre
- Uses self-learning technology, constantly expanding to address customer inquiries, problems and solutions as they are identified
- Browse by category, or search answers by keyword
- Receive automatic updates and answers via e-mail
- Submit online questions and comments directly to our technicians
- Create personalised, customisable accounts tailored specifically towards your business

Configuration Assistance (Gold and Silver Service Programmes)

Basic hardware and software remote configuration assistance is provided with our Net.Cover package. Call on our technicians for help with scripts, CLI and more. Configuration Service is a Professional Service offering billed at a separate hourly rate, or free of charge with a Net.Cover Gold or Silver contract.

Additional Services

Priority Listing and Escalation

Priority listing advances your technical support calls to the "front-of-the-line." This process reduces on-hold wait time for contracted customers by moving your call to the top of the on-hold queue. By flagging your account, we assign an elevated level of urgency for all of your support calls, regardless of the problem, scope and size. If a local support representative cannot address your problem immediately, this service option also places your call escalation at an increased priority level, which dramatically decreases call back time.

Advanced Product Replacement *

Once a fault has occurred and identified as a product failure then an advance replacement will be shipped at our cost.

All returns must be qualified by a technical support representative prior to return authorisation. To further decrease return time on faulty products, RMA processing is done with a Priority One Severity Level. Same-business-day shipment with advance replacement is limited to Australia and New Zealand, unless otherwise specified in your service agreement.

Depending on contract this will be same day shipment, same business day shipment or next business day shipment.

For more information about Allied Telesis Professional Service, visit our website at www.alliedtelesis.co.nz or www.alliedtelesis.com.au.

* Subject to courier pickup and delivery .

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