

# Net.Cover® Benefits

## Service and Support Programs

At Allied Telesis, we realise that many customers want to take additional precautions to safeguard the integrity of networked data, ensure network uptime and maximize end-user productivity. That's why we provide our Net.Cover® service options. This flexible set of service and support programs can be tailored to meet the needs of a wide range of customers: Internet service providers, Web content providers, multi-tenant building service providers, e-businesses, metropolitan area networks, hosting, co-location centers and enterprise businesses. Net.Cover programs can be purchased over a one, three or five year term and are renewed thereafter on an annual basis.

*To ensure the comprehensive support of our customer's networks, Net.Cover is a required purchase with all Allied Telesis Layer 3 products. To discuss your Net.Cover requirement, or the service availability in your region, please contact your local sales office or Allied Telesis supplier.*

On-line services  
Free hardware repair  
Emergency telephone support, 24x7x365  
Software upgrades  
Telephone support, 8x5  
Advance replacement of defective hardware  
Dispatch field engineer  
Priority queuing and escalation

	On-line services	Free hardware repair	Emergency telephone support, 24x7x365	Software upgrades	Telephone support, 8x5	Advance replacement of defective hardware	Dispatch field engineer	Priority queuing and escalation
<b>ALLIED TELESIS STANDARD WARRANTY</b> All Allied Telesis Enterprise products come with 2 years standard warranty extendable to 5 years upon product registration. All other products are covered by a 2 year warranty period. For a full list of our warranty periods, please visit our website or contact your local sales office.	●	●						
<b>Net.Cover BASIC</b> The Net.Cover Basic support plan is designed for customers who are interested in keeping service and support costs to a minimum but want access to basic support services. Basic service includes priority access to Allied Telesis' on-line services, software updates and bug fixes and free telephone support.	●	●		●	●			●
<b>Net.Cover BASIC PLUS</b> The Net.Cover Basic Plus support plan gives you access to more services than Net.Cover Basic. Ideal for environments requiring a high degree of network availability, data integrity and end-user productivity, the Net.Cover Basic Plus plan includes same day dispatch hardware replacement.	●	●		●	●	Same Day Dispatch *		●
<b>Net.Cover SILVER</b> Net.Cover Silver is designed to meet and exceed all the essential requirements of supporting and maintaining enterprise LANs. Ideal for mission-critical network environments that require a high degree of network availability, data integrity and end-user productivity. The Net.Cover Silver plan includes next business day on-site service and spares.	●	●		●	●	Next Business Day *	●	●
<b>Net.Cover GOLD</b> Net.Cover Gold is also designed to address all the essential requirements of enterprise LANs, but with even faster response times for service and spare parts in case of emergency - within four hours, Monday-Friday, normal business hours. Ideal for mission-critical environments that require the highest degree of network availability.	●	●		●	●	Within 4 Hours (8x5)	●	●
<b>Net.Cover PLATINUM</b> Net.Cover Platinum is Allied Telesis' most comprehensive support plan for mission-critical switched broadband networks. It provides 24 x 7 telephone support and our fastest on-site service and spares response time - within four hours, 24 hours a day, 365 days a year.	●	●	●	●	(24x7)	Within 4 Hours (24x7)	●	●

\* Business day is defined as Monday to Friday excluding statutory national holidays

## Allied Telesis Technical Assistance Centre can be accessed online at [www.alliedtelesis.com/support](http://www.alliedtelesis.com/support)

All Allied Telesis products carry at least a two year warranty coverage. During the warranty period our products are covered by our standard warranty service.

If the product is covered by a Net.Cover contract, the warranty conditions will be replaced with the Net.Cover services for the duration of the contract. .

After the Net.Cover contract coverage has expired, the product will return to the standard warranty conditions.

### Net.Cover Registration

All Allied Telesis Net.Cover Contracts must be registered to activate the support services. To register:

- Go online at [www.alliedtelesis.co.uk/support/netcover/registration.aspx](http://www.alliedtelesis.co.uk/support/netcover/registration.aspx)
- Or by completing the registration form provided with your Net.Cover purchase and returning to [netcover\\_europe@alliedtelesis.com](mailto:netcover_europe@alliedtelesis.com)

### Additional Service Options

#### PROFESSIONAL SERVICES PROGRAMS

- Network Consultancy
- Network Deployment
- Remote Network Monitoring
- On-site Configuration and Installation
- Total Network Implementation

For more info: [netcover\\_europe@alliedtelesis.com](mailto:netcover_europe@alliedtelesis.com)

#### TRAINING PROGRAMS

- Certification Training
- Train-the-Trainer

For more information: [training.eu@alliedtelesis.com](mailto:training.eu@alliedtelesis.com)

Support Programs	
<b>ATI On-line Solutions (AOS)</b> (Basic, Basic Plus, Silver, Gold, Platinum)	Allied Telesis offers a Web-based, on-line support and information service that is available 24 hours a day, 7 days a week. Services include access to Allied Telesis' extensive Knowledge Base with solutions to common questions and problems, and quick access to drivers, bug fixes, and software updates at the customer's fingertips.
<b>Software Subscription Service (SSS)</b> (Basic, Basic Plus, Silver, Gold, Platinum)	Allied Telesis' Software Subscription Service offers Net.Cover customers and access of software patches, bug fixes and upgrades applying to Allied Telesis hardware product's OS software.
<b>Technical Assistance Center (TAC)</b> (Basic, Basic Plus, Silver, Gold)	Customers receive a toll-free phone number for access to Allied Telesis' TAC team upon registration of their contract. An Allied Telesis network support engineer troubleshoots the problem within your specified network environment and validates or identifies and isolates the failure.
<b>Emergency Telephone Support, 24x7x365</b> (Platinum)	In the event of a network down condition occurring, Allied Telesis provides emergency telephone support 24 hours a day, 7 days a week, 365 days a year.
<b>Advance Replacement Services</b> (Basic Plus)	In the unlikely event of a hardware failure, Net.Cover Basic Plus guarantees the same *business day shipment of a replacement unit, or next *business day shipment if the request is received after 3.00pm GMT (Europe). This service is accessible through Allied Telesis TAC.
<b>On-site Replacement and Hardware Maintenance Services On-Site 8x5xNBD</b> (Silver)	The On-site Replacement service program provides a skilled network engineer to arrive on-site next business day to perform the installation and configuration of replacement devices during local business hours, Monday-Friday (except local holidays).
<b>On-site Replacement and Hardware Maintenance Services On-Site 8x5x4</b> (Gold)	Same service as Silver, but network engineer will arrive on-site within 4 business hours.
<b>On-site Replacement and Hardware Maintenance Services On-Site 24x7x4</b> (Platinum)	Same service as Gold, but coverage is ensured 24 hours a day, 7 days a week, 365 days a year.

## Training and Certification

The Allied Telesis training program is designed for you and your job. Technicians, engineers, resellers or network administrators, regardless of the position, Allied Telesis have a program suited just for your needs. Anyone who must deal with the responsibilities of installing, troubleshooting, post sales support or maintaining the hardware within your network will find these certifications valuable.

The goals are to teach you about Allied Telesis' products and the technologies that manage them. These courses incorporate hands-on lab practice with instructor led training in an environment that simulates a real network.

Allied Telesis offers certification classes in Certified Technician, Certified Professional and Train-the-Trainer.

## Why Become Certified on Allied Telesis Products?

The IT industry is constantly seeking qualified networking experts and professionals. Enhance your opportunities for advancement in this arena by achieving certification on Allied Telesis products. Certification is a testament to your dedication and knowledge, and will advance your company into a higher echelon of excellence.

Becoming Allied Telesis certified is not simple, it requires hands-on experience with the products in addition to training. There is an enormous learning advantage in the experience of solving real-world network problems that books and software simulations simply cannot provide.

Allied Telesis offers certifications across our product range from Technician to Professional level. We also have certified trainer courses designed for those interested in becoming a Training Partner.

## Certifications Offered

Each class covers product features, benefits, applications, installation, troubleshooting, and competitive positioning. An on-line Certification Test is administered at the end of each class.

### Allied Telesis offers three types of certification:

1. Certified Allied Telesis Technician (CAT)
2. Certified Allied Telesis Professional (CAP)
3. Train-the-Trainer

These certifications have been designed so that you can choose the program that best fits your needs or the needs of your organization. CAT and CAP certification provide basic or advanced knowledge of installation and configuration of Allied Telesis products. These courses are available to any technical staff from resellers or end-users complying with the related prerequisites and can be delivered by an Allied Telesis subsidiary or at an Allied Telesis Net.Cover Training Partner Center.

Train-the-Trainer courses are reserved for authorized Net.Cover Training Partners only, and will only be offered at Allied Telesis Training Centers.

*For more information concerning courses specifications, agendas and certified Training Partners, visit [www.alliedtelesis.co.uk/support/training](http://www.alliedtelesis.co.uk/support/training) or call your local Allied Telesis office today.*



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 Allied Telesis™