

Net.Exchange Hardware Support Program

Allied Telesis is continuously developing its Service Offerings to meet the varying levels of support required by our customers throughout their networks, all the way from the core to the edge.

Net.Exchange and Net.ExchangePro provide an enhancement to the Standard Warranty Services, offering direct access to our Technical Assistance Center and Advanced Hardware Replacement. This service is ideal for organizations who wish to take additional precautions to ensure network uptime with back-to-back affordable support direct from the vendor, eliminating the need for costly spares and time wasted diagnosing hardware failures.

Net.Exchange delivers hardware cover for Allied Telesis unmanaged Layer 2 Fast Ethernet devices, websmart, media converters and NIC cards. Net.ExchangePro covers the managed Layer 2 and both managed and unmanaged Layer 2 Gigabit devices. Both programs can be purchased for a one year, renewable term.

To further enhance your network support Allied Telesis offers software support under our Net.Access Support Program.

Key Features

- » Access to online support solutions
- » Telephone support
- » Advanced Hardware Replacement
- » No hardware repair costs

Online Solutions - Allied Telesis Service Portal

Allied Telesis Online Service Portal offers a dynamic way for customers to interact with Allied Telesis support staff as well as accessing solution and product information from our extensive database. Using your personalized account you can raise and track the status of your technical support incidents 24 hours a day, seven days a week.

Telephone Support (TAC) 8 x 5

In the unlikely event of a hardware failure, Net.Exchange customers are entitled to free telephone access (toll-free in many countries) to the Allied Telesis Technical Assistance Center (TAC). Our skilled technical team will validate the fault and process the request for an Advanced Hardware Replacement. Net.Exchange provides telephone support Monday to Friday during local business hours.

Same Business Day Advance Replacement Services

Net.Exchange provides an Advanced Hardware Replacement dispatched the same business day* or the next business day* if the completed RMA request is received after 3pm CET. This service is on a per unit basis and provides the expedited delivery of an emergency hardware replacement to the customer.

* Business day is defined as Monday – Friday, excluding statutory public holidays. This service does not guarantee next business day delivery.

Free Hardware Repair

A Net.Exchange service agreement covers the cost of all hardware repairs, saving you from unforeseen budgetary constraints.

Learn More

For ordering information or further assistance please contact your local sales office.

 alliedtelesis.com/support

Ordering Information

AT-NETEXCHANGE-01
Net.Exchange one year

AT-NETEXCHANGEPRO-01
Net.ExchangePro one year