

### A Simple, Reliable and Cost Effective Way to Manage Your Data Centers

The NETGEAR® support team is here to ensure that your storage and network systems run smoothly and reliably, thus allowing you to focus on the core mission of your business. Our support offerings, which are simple, innovative and cost effective, help reduce the cost and complexity of managing your data centers.

Backed by NETGEAR R&D engineering, NETGEAR technical support engineers have the proven expertise to quickly resolve even the most challenging technical problem. Our warranty and optional service offerings are designed to provide you with superior services required to manage enterprise class data centers while keeping the maintenance costs low.

### Advanced Tech Support (24x7) and Software Maintenance

This offering allows you to access level 3 technical experts 24x7 to mitigate support issues and ensure the highest availability for your enterprise data environment. Coverage includes installation and advanced configuration and troubleshooting support using remote diagnostic tools and technology.

Software updates, technical alerts and information on software upgrades are included. A dedicated priority toll free line makes it easy and convenient for your IT staff to contact NETGEAR experts when a need arises.

### Onsite Hardware Replacement (Included with Warranty Coverage)\*

NETGEAR provides three (3) years of next business day (NBD) onsite hardware replacement\* as part of the warranty support for its mid-enterprise products. Now businesses can maintain critical data centers with minimum down time and without the added costs of having to purchase onsite support.

NETGEAR, at its discretion, will provide services using a combination of remote technical remediation, advanced hardware replacement and onsite hardware replacement. In the event an onsite dispatch is required, NETGEAR provides the following support:

- Ship a replacement unit for NBD arrival\*\*
- Back up and copy the configuration files (if necessary)
- Remove the failed unit
- Install the replacement unit and restore the configuration files
- Test to ensure the replacement is operational
- Package the failed unit for pick up
- Coverage & response time: 9AM-5PM, Next Business Day

Model	Product Description	Advanced Tech Support & SW Maintenance (Annual)	Onsite NBD
XCM8806	NETGEAR 8800 Series 6-slot Chassis Switch	PAS0314	Included
XCM8810	NETGEAR 8800 Series 10-slot Chassis Switch	PAS0316	Included

\* Available in US, Canada and the following EU countries: UK, Germany, France, Austria, Belgium, Ireland, Luxembourg and Netherlands. Go to <http://onsite.netgear.com> for terms and conditions

\*\* Monday through Friday from 8am to 5pm local time, excluding NETGEAR holidays. Calls must be received and replacement authorization must be issued by the following cutoff time for NBD hardware replacement delivery: US/Canada – 6 PM (EST), UK/Ireland – 2 PM, Central Europe (CET) – 2 PM, Australia (EST) – 3 PM.