Netgear ProSupport OnCall 24x7 Category 1

Technical support - phone consulting - 1 year - 24x7 - for ReadyNAS 102; 104

Group	Network Service & Support
Manufacturer	Netgear
Manufacturer item no.	PMB0311-10000S
EAN/UPC	0606449082142

NETGEAR®
PROSUPPORT

For business

ProSUPPORT OnCall 24x7

Category 1

1-Year Contract

Digital Code

Description

NETGEAR Business extends the initial 90-day technical support with the ProSUPPORT for Business OnCall 24x7 Tech Support package for your medium and small organization. Get 24/7 direct access to NETGEAR technical support engineers who can rapidly resolve technical issues both big and small. From configuration and troubleshooting to simply upgrading your firmware, NETGEAR support team is focused on helping you unlock your business network device's potential - so you can be more productive and grow your business.
OnCall 24x7 services are conducted by phone, chat and email, to solve any of your technical challenges. In addition, NETGEAR proactively sends you alerts about any newly released firmware updates to make sure that you are able to plan in advance. Connect with the people that have built your products and build the relationship that will contribute to your business success.

Main features

Product Description	NETGEAR ProSupport OnCall 24x7 Category 1 - technical support - 1 year
Type	Technical support
Service Included	Phone consulting
Full Contract Period	1 year
Service Availability	24 hours a day / 7 days a week
Designed For	ReadyNAS 102 RN10200, RN10211D, RN10221D, RN10222D, RN10223D; 104 RN10400, RN10421D, RN10441D, RN10442D

Extended details

	General
Service Included	Phone consulting
Full Contract Period	1 year
Service Availability	24 hours a day / 7 days a week
	Details
Service & Support	Extended service agreement - replacement - 1 year - response time: next business day ¦ Technical support - phone consulting - 1 year - availability: 24 hours a day / Monday-Sunday ¦ Technical support - remote administration - 1 year - availability: 24 hours a day / Monday-Sunday ¦ New releases update - e-mail notification - 1 year
	Compatibility Information
Designed For	NETGEAR ReadyNAS 102 RN10200, RN10211D, RN10221D, RN10222D, RN10223D ¦ NETGEAR ReadyNAS 104 RN10400, RN10421D, RN10441D, RN10442D