

NETGEAR understands that the integrity of your network directly impacts the success of your business. This is why we have designed a cost-effective and flexible portfolio of service offerings which suit your business needs. Backed by a team of NETGEAR's R&D engineering, our technical support engineers will ensure that your NETGEAR products operate even more efficiently and reliably, enabling you to focus attention on your core business.

OnCall 24x7
(Includes XPressHW)

NETGEAR's OnCall 24x7 contract provides unlimited phone and email technical support for your networking and storage products. The customer receives an exclusive toll-free priority phone line access to our technical experts for advanced configuration and trouble shooting support. Specifically, the OnCall 24x7 covers the following:

- 24x7 Technical Support, allowing you access to our Global Support Centers (GSC) 24 hours a day, 7 days a week and 365 days a year.
- 24x7 Remote Diagnostics performed by our technical experts who access real-time configuration parameters, hardware and software revision levels, and port statistics for prompt resolution of technical issues.
- Express hardware replacement for arrival within next business day (NBD).¹ This service ensures that you will receive the replacement hardware promptly in the unlikely event the product under coverage is down due to a hardware issue.
- Escalation management with Plan of Action (POA).
- Online services entitling you to privileged information and services such as personalized support cases, online problem escalation, known problem reports, release notes, troubleshooting guides, and software maintenance releases.
- Software Maintenance Releases Notification, a service that automatically sends you an email notification upon the availability of maintenance and patch releases, as well as enhancements.

XPressHW

NETGEAR's XPressHW provides basic hardware support and next-business-day hardware replacement for customers who are seeking to protect their hardware investment.

- In the event of a hardware failure, NETGEAR will expedite delivery of a replacement hardware for next-business-day arrival.¹
- Software Maintenance Releases Notification, a service that automatically sends you an email notification upon the availability of maintenance and patch releases, as well as enhancements.



Onsite Hardware Replacement Included with Warranty Coverage (select products)

NETGEAR provides three (3) years of NBD onsite hardware replacement as part of the warranty support for select business-class products. Now businesses can maintain critical networks with minimum down time and without the added costs of purchasing extra NBD onsite support. The products supported by the NBD replacement program include fully managed switches, wireless controllers and select rack mount ReadyNAS® products. See the tables on the next pages.

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

- Ship a replacement unit for Next Business Day (NBD)² arrival.
- Dispatch a technician to arrive onsite who will:
 - Remove the failed unit
 - Install the replacement unit (including restoring the configuration file³)
 - Test to ensure that the replacement unit is operational
 - Package the failed unit for pick up
- Coverage & response time: 8 AM – 5 PM, Next Business Day

Service Offerings Comparison Table

LEGEND
 ✓ Included
 • Optional means the service or support feature is available as a purchasable item.
 NA Not Applicable

OnCall 24x7								
Model	Category	Basic HW Trouble Shooting	Advanced Configuration & Integration Support	Remote Login for Diagnosis ⁴	Escalation Management with Plan of Action	NBD Advanced HW Replacement	NBD Onsite Tech for Replacement	SW Maintenance Release Notification
PMB0331	CAT.1	✓	•	✓	✓	✓	See Warranty	✓
PMB0332	CAT.2	✓	•	✓	✓	✓	See Warranty	✓
PMB0333	CAT.3	✓	•	✓	✓	✓	See Warranty	✓
PMB0334	CAT.4	✓	•	✓	✓	✓	See Warranty	✓
XPressHW								
PRR0331	CAT.1	✓	No	NA	NA	✓	See Warranty	✓
PRR0332	CAT.2	✓	No	NA	NA	✓	See Warranty	✓
PRR0333	CAT.3	✓	No	NA	NA	✓	See Warranty	✓
PRR0334	CAT.4	✓	No	NA	NA	✓	See Warranty	✓
Warranty Support								
0-90 days after product purchase		✓	✓	✓	✓	•	Select Mid Enterprise Products, 3 Years ⁵	NA
91 days after product purchase		✓	•	•	NA	•	Select Mid Enterprise Products, 3 Years ⁵	NA

1 Austria, Belgium, France, Germany, Ireland, Luxembourg, The Netherlands & UK

2 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) – 2 PM. Pre-registration of the products is required to ensure NBD onsite replacement service

3 See customer responsibilities on backup of configuration files (ProSupport Terms and Conditions)

4 Upon owner granting permission. Required Internet access.

5 See the list of products covered : <http://onsite.netgear.com>

ProSupport Service Offerings

CATEGORY 1				
Model	Product Description	OnCall 24x7 PMB0311 and PMB0331	XPressHW PRR0331	Onsite NBD
DGFV338	ProSafe® Wireless ADSL Modem VPN Firewall Router	•	•	NA
FS108	ProSafe® 8-port 10/100 Desktop Switch	•	•	NA
FS108P	ProSafe® 8-port 10/100 Desktop Switch with 4-port PoE	•	•	NA
FS116	ProSafe® 16-port 10/100 Desktop Switch	•	•	NA
FS116E	ProSafe Plus Switch, 16-port Fast Ethernet	•	•	NA
FS116P	ProSafe® 16-port 10/100 Desktop Switch with 8-port PoE	•	•	NA
FS726T	ProSafe® 24-port 10/100 Smart Switch with 2 Gigabit Ports	•	•	NA
FS726TP	ProSafe® 24-port 10/100 Smart Switch with 2 Gigabit Ports and 12-port PoE	•	•	NA
FS728TP	ProSafe® 24-port 10/100 Smart Switch with 4 Gigabit Ports and 24-port PoE	•	•	NA
FS728TS	ProSafe® 24-port 10/100 Stackable Smart Switch with 4 Gigabit Ports	•	•	NA
FS750T2	ProSafe® 48-port 10/100 Smart Switch with 2 Gigabit Ports	•	•	NA
FS752TS	ProSafe® 48-port 10/100 Stackable Smart Switch with 4 Gigabit Ports	•	•	NA
FSM726-300	ProSafe® 24-port 10/100 L2 Managed Switch with 2 Combo Gigabit Ports	•	NA	✓
FVG318	ProSafe® 802.11g Wireless VPN Firewall 8	•	•	NA
FVS318	ProSafe® VPN Firewall 8 w/8-port 10/100 Switch	•	•	NA
FVS318G	ProSafe 8-port Gigabit VPN Firewall	•	•	NA
FVS336G	ProSafe® Dual WAN Gigabit SSL VPN Firewall	•	•	NA
FVS338	ProSafe® VPN Firewall 50 w/8-port 10/100 Switch and Dial Back-up	•	•	NA
FVX538	ProSafe® VPN Firewall 200 w/8-port 10/100 and 1-port Gigabit Switch	•	•	NA
GS105	ProSafe® 5-port Gigabit Desktop Switch	•	•	NA
GS105E	ProSafe® Plus Switch, 5-port Gigabit Ethernet	•	•	NA
GS108	ProSafe® 8-port Gigabit Desktop Switch	•	•	NA
GS108T	ProSafe® 8-port Gigabit Smart Switch	•	•	NA
GS110TP	ProSafe® 8-port Gigabit Smart Switch with POE & 2 Fiber SFP Ports	•	•	NA
GS116	ProSafe® 16-port Gigabit Desktop Switch	•	•	NA
GS116E	ProSafe® Plus Switch 16-port Gigabit Ethernet	•	•	NA
GSS24T	ProSafe® 24-port Gigabit Rackmount Switch	•	•	NA
GS716T	ProSafe® 16-port Gigabit Smart Switch	•	•	NA
GS724T	ProSafe® 24-port Gigabit Smart Switch	•	•	NA
GS724TS	ProSafe® 24-port Gigabit Stackable Smart Switch	•	•	NA
GS748T	ProSafe® 48-port Gigabit Smart Switch	•	•	NA
JFS516	ProSafe® 16-port 10/100 Rackmount Switch	•	•	NA
JFS524	ProSafe® 24-port 10/100 Rackmount Switch	•	•	NA
JFS524E	ProSafe® Plus Switch, 24-port Fast Ethernet	•	•	NA
JGS516	ProSafe® 16-port Gigabit Rackmount Switch	•	•	NA
JGS524	ProSafe® 24-port Gigabit Rackmount Switch	•	•	NA
JGS524E	ProSafe® Plus Switch 24-port Gigabit Ethernet	•	•	NA
RNDP22XX	ReadyNAS Pro 2	•	•	NA
SRX5308	ProSafe® Quad WAN SSL Gigabit VPN Firewall	•	•	NA
SRXN3205	ProSafe® Wireless-N VPN Firewall	•	•	NA
WAGL102	ProSafe® Dual Band Light Wireless Access Point	•	•	NA
WAG102	ProSafe® Dual Band Wireless Access Point	•	•	NA
WGL102	ProSafe® 802.11g Light Wireless Access Point	•	•	NA
WG102	ProSafe® 802.11g Wireless Access Point	•	•	NA
WG103	ProSafe® 802.11g Wireless Access Point	•	•	NA
WG302	ProSafe® 802.11g Wireless Access Point	•	•	NA
WNAP210	ProSafe® Wireless-N Access Point	•	•	NA
WNAP320	ProSafe® Wireless-N Access Point	•	•	NA
WNDAP350	ProSafe® Dual Band Wireless-N Access Point	•	•	NA

LEGEND

- ✓ Included
- Optional means the service or support feature is available as a purchasable item.
- NA Not Applicable

CATEGORY 2				
Model	Product Description	OnCall 24x7 PMB0332	XPressHW PRR0332-100	Onsite NBD
GS724TP	ProSafe® 24-port Gigabit PoE Smart Switch	•	•	NA
GS724TPS	ProSafe® 24-port Gigabit Stackable PoE Smart Switch	•	•	NA
GS748TP	ProSafe® 48-port Gigabit PoE Smart Switch	•	•	NA
GS748TPS	ProSafe® 48-port Gigabit Stackable PoE Smart Switch	•	•	NA
GS748TS	ProSafe® 48-port Gigabit Stackable Smart Switch	•	•	NA
GSM7224-200	ProSafe® 24-port Gigabit L2 Managed Switch	•	NA	✓
RNDP400U	ReadyNAS Ultra 4 Plus	•	•	NA
RNDP4XXX	ReadyNAS Pro 4	•	•	NA
RNDU4XXX	ReadyNAS Ultra 4	•	•	NA
RNDX400E	ReadyNAS NVX Pioneer Edition	•	•	NA
RNDX4XXX	ReadyNAS NVX	•	•	NA
WMS5316	ProSafe® 16-AP Wireless Management System	•	•	NA

LEGEND

- ✓ Included
- Optional means the service or support feature is available as a purchasable item.
- NA Not Applicable

CATEGORY 3				
Model	Product Description	OnCall 24x7 PMB0333	XPressHW PRR0333-100	Onsite NBD
GSM7228PS	ProSafe® 24-P GE L2 MGD POE Switch Stack	•	NA	✓
GSM7248-200	ProSafe® 48-port Gigabit L2 Managed Switch	•	NA	✓
GSM7328FS	ProSafe® 24 SFP Gigabit Layer 3 Stackable Switch with 4 10 Gigabit Slots	•	NA	✓
GSM7328S	ProSafe® 24-port Gigabit L3 Managed Stackable Switch with 4 10 Gigabit Ports	•	NA	✓
RNDP600U	ReadyNAS Ultra 6 Plus	•	•	NA
RNDP6XXX	ReadyNAS Pro 6	•	•	NA
RNDU6XXX	ReadyNAS Ultra 6	•	•	NA
RNRP4410	ReadyNAS 3100, 4TB W/4X1TB	•	NA	✓
RNRP4420	ReadyNAS 3100, 8TB W/4X2TB	•	NA	✓
RNRX4410	ReadyNAS 2100 4 TB Rackmount Unified Network Storage with Dual GigaE and iSCSI Support	•	•	NA
RNRX4420	ReadyNAS 2100 8 TB Rackmount Unified Network Storage with Dual GigaE and iSCSI Support	•	•	NA
RNRX4450	ReadyNAS 2100 2 TB Rackmount Unified Network Storage with Dual GigaE and iSCSI Support	•	•	NA
RNRX44XE	ReadyNAS 1500 XT Network Storage	•	•	NA
WC7520	ProSafe® 20-AP Wireless Controller	•	NA	✓
WFS709TP	ProSafe® Smart Wireless Switch	•	NA	✓

CATEGORY 4				
Model	Product Description	OnCall 24x7 PMB0334	XPressHW PRR0334	Onsite NBD
GSM7252PS	ProSafe® 48-Port GE L2 Managed PoE Switch Stack	•	NA	✓
GSM7352S	ProSafe® 48-port Gigabit L3 Managed Stackable Switch with 4 10 Gigabit Ports	•	NA	✓
RN12P0610	ReadyNAS 3200 6 TB Network Storage System	•	NA	✓
RN12P1210	ReadyNAS 3200 12 TB Network Storage System	•	NA	✓
RN12P1220	ReadyNAS 3200 24 TB Network Storage System	•	NA	✓
RN12G0620	ReadyNAS 4200 12 TB (6X2)10 GBE	•	NA	✓
RN12G1220	ReadyNAS 4200 24 TB (12X2)10 GBE	•	NA	✓
RN12S0620	ReadyNAS 4200 6X2TB SFP + 10GE	•	NA	✓
RN12S1220	ReadyNAS 4200 12X2TB SFP + 10GE	•	NA	✓
RN12T1210	ReadyNAS 4200, 12TB W/12 X 1TB	•	NA	✓
RN12T1220	ReadyNAS 4200, 24TB W/12 X 2TB	•	NA	✓
XSM7224S	ProSafe® 24-port 10 Gigabit Stackable L2+ Managed Switch	•	NA	✓

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