

Comprehensive Support Plans for Maximum Network Uptime and Business Peace of Mind

- 24/7 live technical support and consultation
- Direct, scheduled access to product experts to help in configuration
- Extended HW/SW Warranty coverage with NBD parts replacement

More Than Just Support — A Business Partnership

The NETGEAR ProSUPPORT for Business offerings provide you with peace of mind by extending and enhancing the standard warranty or support coverage included with your product purchase. With ProSUPPORT, you get 24/7 direct access to NETGEAR technical support engineers who can rapidly resolve technical issues both big and small. Connect with the people that have built your products and build the relationship that will contribute to your business success.

OnCall 24x7 Tech Support

NETGEAR extends your initial 90-day technical support with the OnCall 24x7 Tech Support package. OnCall 24x7 services are conducted by phone, chat and email, to solve any of your technical challenges. In addition, NETGEAR will proactively send you alerts about any newly released firmware updates to make sure that you are able to plan in advance, download and upgrade at your earliest convenience.

With a OnCall 24x7 Tech Support contract, customers will have a dedicated ProSUPPORT subscriber phone number to call for high priority service, with less than four-hour* response or call-back time. Technical support requests enjoy a high priority escalation for issue resolution.

OnCall 24x7 Tech Support contract purchases are non-refundable.

Professional Configuration and Setup Assistance

Schedule an appointment for a live consultation by an expert to configure, set up or re-configure your device. This allows you the quickest time to deployment, optimizes accuracy in product deployment, minimizes downtime and maximizes the performance of the device.

Extended Warranty with Next Business Day Replacement

Once your warranty expires, ProSUPPORT for Business provides you with an extended warranty ensuring that if you have any issues with your device, it will be replaced by the same (or a newer) device. Next Business Day product replacement is also included to ensure that your business is back up and running in the shortest time.

	Zero Cost			Premium	
	Warranty Hardware & Software	90-day FREE Technical Support	Lifetime ProSAFE Online Technical Support	ProSUPPORT OnCall 24x7 Technical Support	ProSUPPORT Extended Hardware Warranty
Products Covered	ALL NETGEAR Business Products	ALL NETGEAR Business Products	Select NETGEAR Business Switches	<ul style="list-style-type: none"> • All NETGEAR Business Products • Paid Support Package Varies by Products 	Select NETGEAR Business Products
Hardware Replacement	YES Next Business Day	N/A	N/A	N/A	YES Next Business Day
Software Feature Updates	YES	YES	YES	YES	YES
Support by Email	N/A	YES	YES	YES	N/A
Support by Chat	N/A	YES	YES	YES	N/A
Support by Phone	N/A	YES	N/A	YES	N/A

*Except in cases of force majeure events such as war, natural disaster, strike, and other circumstances beyond reasonable control. During local non-business operating hours, English only speaking personnel may provide the technical support.

ProSUPPORT SKU

Services	ProSUPPORT Category	ProSUPPORT Part Number	Contract
OnCall 24x7	ProSUPPORT Category S1	PMB0511-10000S PMB0531-10000S PMB0551-10000S	1 yr 3 yr 5 yr
	ProSUPPORT Category S2	PMB0512-10000S PMB0532-10000S PMB0552-20000S	1 yr 3 yr 5 yr
	ProSUPPORT Category 1	PMB0311-10000S PMB0331-10000S PMB0351-10000S	1 yr 3 yr 5 yr
	ProSUPPORT Category 2	PMB0312-10000S PMB0332-10000S PMB0352-10000S	1 yr 3 yr 5 yr
	ProSUPPORT Category 3	PMB0313-10000S PMB0333-10000S PMB0353-10000S	1 yr 3 yr 5 yr
	ProSUPPORT Category 4	PMB0314-10000S PMB0334-10000S PMB0354-10000S	1 yr 3 yr 5 yr
Professional Setup and Configuration (Remote)	2-hour consultation, 48-hour advance appointment	PSB0304-10000S	

Availability by Product

Category	Product Family	Hardware Warranty	90-Day Free Support	Lifetime Online Tech Support	ProSUPPORT Category
Insight Managed Smart Cloud Switches	GC110	5 Yr	Y	N	Category S2
	GC110P	5 Yr	Y	N	Category S2
	GC510P	5 Yr	Y	N	Category S2
	GC510PP	5 Yr	Y	N	Category S2
	GC728X	5 Yr	Y	N	Category 1
	GC728XP	5 Yr	Y	N	Category 1
	GC752X	5 Yr	Y	N	Category 2
	GC752XP	5 Yr	Y	N	Category 2
Fully Managed Switches	FSM752P	Lifetime	Y	N	Category 2
	FSM7326PNA	Lifetime	Y	N	Category 2
	GSM4210P	Lifetime	Y	Y	Category 2
	GSM4328PA	Lifetime	Y	Y	Category 3
	GSM4328PB	Lifetime	Y	Y	Category 3
	GSM4328S	Lifetime	Y	Y	Category 3
	GSM4352PA	Lifetime	Y	Y	Category 3
	GSM4352PB	Lifetime	Y	Y	Category 3
	GSM4352S	Lifetime	Y	Y	Category 3
	GSM5212	Lifetime	Y	Y	Category 2
	GSM5212P	Lifetime	Y	Y	Category 2
	GSM7224	Lifetime	Y	Y	Category 2
	GSM7228PS	Lifetime	Y	Y	Category 3
	GSM7228S	Lifetime	Y	Y	Category 3

Availability by Product (continued)

Category	Product Family	Hardware Warranty	90-Day Free Support	Lifetime Online Tech Support	ProSUPPORT Category
Fully Managed Switches	GSM7248	Lifetime	Y	Y	Category 2
	GSM7328FS	Lifetime	Y	Y	Category 3
	GSM7328S	Lifetime	Y	Y	Category 3
	GSM7212F	Lifetime	Y	Y	Category 2
	GSM7224P	Lifetime	Y	Y	Category 2
	GSM7226LP	Lifetime	Y	Y	Category 2
	GSM7248P	Lifetime	Y	Y	Category 2
	GSM7252PS	Lifetime	Y	Y	Category 3
	GSM7252S	Lifetime	Y	Y	Category 3
	GSM7352S	Lifetime	Y	Y	Category 3
	XSM4316S	Lifetime	Y	Y	Category 3
	XSM4324CS	Lifetime	Y	Y	Category 3
	XSM4324S	Lifetime	Y	Y	Category 3
	XSM4348CS	Lifetime	Y	Y	Category 3
	XSM4348S	Lifetime	Y	Y	Category 3
	XSM4396K0	Lifetime	Y	Y	Category 4
	XSM4396K1	Lifetime	Y	Y	Category 4
	XSM7224	Lifetime	Y	Y	Category 4
	XSM7224S	Lifetime	Y	Y	Category 4
Fully Managed Switches, Chassis	XCM8903SF	Lifetime	Y	Y	Category 4
	XCM8903SK	Lifetime	Y	Y	Category 4
	XCM8903SX	Lifetime	Y	Y	Category 4
Stackable Smart Managed Pro Switch Bundles	GS752TSB	Lifetime	Y	Y	Category 2
	GS752TPSB	Lifetime	Y	Y	Category 2
Stackable Smart Managed Pro Switches	GS728TX	Lifetime	Y	Y	Category 2
	GS728TXP	Lifetime	Y	Y	Category 2
	GS752TX	Lifetime	Y	Y	Category 2
	GS752TXP	Lifetime	Y	Y	Category 3
	GS752TXS	Lifetime	Y	Y	Category 3
Smart Managed Pro Switches	FS728TLP	Lifetime	Y	N	Category 1
	FS728TP	Lifetime	Y	N	Category 1
	GS108T	Lifetime	Y	Y	Category S1
	GS110TP	Lifetime	Y	Y	Category S2
	GS418TPP	Lifetime	Y	Y	Category 1
	GS510TLP	Lifetime	Y	Y	Category S2
	GS510TP	Lifetime	Y	Y	Category 1
	GS510TPP	Lifetime	Y	Y	Category 2
	GS516TP	Lifetime	Y	Y	Category 1
	GS716T	Lifetime	Y	Y	Category S2
	GS724T	Lifetime	Y	Y	Category 1
	GS724TP	Lifetime	Y	Y	Category 1

Availability by Product (continued)

Category	Product Family	Hardware Warranty	90-Day Free Support	Lifetime Online Tech Support	ProSUPPORT Category
Smart Managed Pro Switches	GS728TP	Lifetime	Y	Y	Category 1
	GS728TPP	Lifetime	Y	Y	Category 1
	GS748T	Lifetime	Y	Y	Category 1
	GS752TP	Lifetime	Y	Y	Category 2
	GS752TPP	Lifetime	Y	Y	Category 2
	MS510TX	Lifetime	Y	Y	Category 2
	MS510TXPP	Lifetime	Y	Y	Category 2
	XS708T	Lifetime	Y	Y	Category 1
	XS712T	Lifetime	Y	Y	Category 2
	XS716T	Lifetime	Y	Y	Category 2
	XS728T	Lifetime	Y	Y	Category 3
	XS748T	Lifetime	Y	Y	Category 4
Smart Managed Plus Switches	GS105E	Lifetime	Y	Y	Category S1
	GS105PE	Lifetime	Y	Y	Category S1
	GS108E	Lifetime	Y	Y	Category S1
	GS108PE	Lifetime	Y	Y	Category S1
	GS116E	Lifetime	Y	Y	Category S2
	GS750E	Lifetime	Y	Y	Category 1
	GS908E	3 Yr	Y	N	Category S1
	GS110EMX	Lifetime	Y	Y	Category S2
	JGS516PE	Lifetime	Y	Y	Category S2
	JGS524E	Lifetime	Y	Y	Category S2
	JGS524PE	Lifetime	Y	Y	Category S2
	XS512EM	Lifetime	Y	Y	Category 2
	XS708E	Lifetime	Y	Y	Category 1
	XS716E	Lifetime	Y	Y	Category 2
	XS724EM	Lifetime	Y	Y	Category 2
Smart Managed Plus Click Switches	GSS108E	Lifetime	Y	Y	Category S1
	GSS108EPP	Lifetime	Y	Y	Category S2
	GSS116E	Lifetime	Y	Y	Category S2
Easy-Mount Smart Managed Plus Switches	GS408EPP	Lifetime	Y	Y	Category S2
Unmanaged Switch	FS105	Lifetime	Y	Y	Category S1
	FS108	Lifetime	Y	Y	Category S1
	FS108P	Lifetime	Y	Y	Category S1
	FS116	Lifetime	Y	Y	Category S1
	GS105NA	Lifetime	Y	Y	Category S1
	GS108	Lifetime	Y	Y	Category S1
	GS108LP	Lifetime	Y	Y	Category S2
	GS108PP	Lifetime	Y	Y	Category S2
	GS110MX	Lifetime	Y	Y	Category S2

Availability by Product (continued)

Category	Product Family	Hardware Warranty	90-Day Free Support	Lifetime Online Tech Support	ProSUPPORT Category
Unmanaged Switch	GS116LP	Lifetime	Y	Y	Category S2
	GS116NA	Lifetime	Y	Y	Category S2
	GS116PP	Lifetime	Y	Y	Category S2
	GS305P	3 Yr	Y	N	Category S1
	GS308P	3 Yr	Y	N	Category S1
	GS316	3 Yr	Y	N	Category S2
	GS324	3 Yr	Y	N	Category S2
	GS348	3 Yr	Y	N	Category S2
	GS908	3 Yr	Y	N	Category S1
	JFS524	Lifetime	Y	Y	Category S2
	JGS516NA	Lifetime	Y	Y	Category S2
	JGS524NA	Lifetime	Y	Y	Category S2
	XS505M	Lifetime	Y	Y	Category 1
	XS508M	Lifetime	Y	Y	Category 1
Nighthawk Gaming & Streaming Advanced Ethernet Switches	GS808E	3 Yr	Y	N	Category S1
Nighthawk Pro Gaming Advanced Ethernet Switches	GS810EMX	3 Yr	Y	N	Category 1
ReadyNAS Desktop	RN212	3 Yr	Y	N	Category 2
	RN214	3 Yr	Y	N	Category 2
	RN312	5 Yr	Y	N	Category 2
	RN314	5 Yr	Y	N	Category 2
	RN316	5 Yr	Y	N	Category 2
	RN422	5 Yr	Y	N	Category 2
	RN424	5 Yr	Y	N	Category 2
	RN426	5 Yr	Y	N	Category 3
	RN428	5 Yr	Y	N	Category 3
	RN524X	5 Yr	Y	N	Category 3
	RN526X	5 Yr	Y	N	Category 3
	RN528X	5 Yr	Y	N	Category 3
	RN626X	5 Yr	Y	N	Category 3
	RN628X	5 Yr	Y	N	Category 3
	ReadyNAS Rackmount	RR2304	5 Yr	Y	N
RR2312		5 Yr	Y	N	Category 3
RN3138		5 Yr	Y	N	Category 3
RR3312		5 Yr	Y	N	Category 4
RR4312X		5 Yr	Y	N	Category 4
RR4360X		5 Yr	Y	N	Category 4
ReadyNAS Expansion Chassis	EDA4000	5 Yr	N	N	Category 4

Availability by Product (continued)

Category	Product Family	Hardware Warranty	90-Day Free Support	Lifetime Online Tech Support	ProSUPPORT Category
WiFi Systems - Orbi	RBS50Y	5 Yr	Y	Y	Category S2
	SRK60	5 Yr	Y	Y	Category 1
	SRS60	5 Yr	Y	Y	Category 1
Wireless 802.11ac Access Points	WAC104	3 Yr	Y	N	Category S1
	WAC120	3 Yr	Y	N	Category S1
	WAC505	5 Yr	Y	N	Category S1
	WAC510	5 Yr	Y	N	Category S2
	WAC720	Lifetime	Y	Y	Category 1
	WAC730	Lifetime	Y	Y	Category 1
	WAC740	Lifetime	Y	Y	Category 1
Wireless Access Points	WNAP210	Lifetime	Y	Y	Category S2
	WNAP320	Lifetime	Y	Y	Category 1
	WND930	Lifetime	Y	Y	Category 1
	WNDAP330	Lifetime	Y	Y	Category 1
	WNDAP350	Lifetime	Y	Y	Category 1
	WNDAP360	Lifetime	Y	Y	Category 1
	WNDAP620	Lifetime	Y	Y	Category 1
	WNDAP660	Lifetime	Y	Y	Category 1
	WNSKT350	Lifetime	Y	Y	Category 1
Wireless Management Systems	WC7520	Lifetime	Y	Y	Category 1
	WC7520SKT	Lifetime	Y	Y	Category 1
ProSAFE® VPN Firewall	FVS318G	Lifetime	Y	Y	Category 1
	FVS318N	Lifetime	Y	Y	Category 1
	FVS318NA	Lifetime	Y	Y	Category 1
	FVS336G	Lifetime	Y	Y	Category 1
	SRX5308	Lifetime	Y	Y	Category 1