

# LANcare Direct 24/7

Direct 24-7 manufacturer support and security updates

## LANCOM Service **LANcare Direct** **24/7**

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No matter whether it's a technical question or connection problems: With LANcare Direct 24/7, you can count on receiving fast support and expert knowledge for LANCOM devices, regardless of time or day. When you call to report massive operational disruptions, a contact person will help you within 30 minutes. We also provide technical support for minor problems or information requests during service hours (Monday to Friday, 8 a.m. to 6 p.m. (CET)). Regular security updates ensure holistic protection against potential security gaps and vulnerabilities.

- Direct manufacturer support with 10/5 availability and additional 24/7 emergency hotline for all LANCOM devices
- Guaranteed first response time of max. 30 minutes for reporting massive operational disruptions by telephone (priority 1) \*
- Service hours from Monday to Friday from 8 a.m. to 6 p.m. (CET) with an first response time of max. four hours for concerns outside of massive operational disruptions (priority 2) \*
- Security updates for reliable, secure device operation during runtime
- Term-based for 1, 3, or 5 years and available as S, M, L, and XL variants depending on device type, renewable until the End of Life of the device by re-registration

\* For detailed information on priority levels incl. response times and availability, please refer to the LANcare manual or the product website.

## LANcare Direct 24/7

### **24/7 emergency hotline incl. prioritization directly from the manufacturer**

In an emergency, every minute counts: so call us in the event of massive operational disruptions of the registered device. Our experienced staff will provide you with advice and assistance within just 30 minutes – for 24 hours, 365 days a year – regardless of the Lifecycle Management phase the LANCOM device is in. The disruption will be resolved as quickly as possible thanks to prioritized handling of your concern, including an automatic callback guarantee, so that your services are immediately ready for operation again.

For optimal cooperation, we recommend participation in the LANCOM Specialist Workshop.

### **Service times with guaranteed first response times**

Do you have hardware problems, configuration or information requests for which you need our support? Our experts will help you during service hours from 8 a.m. to 6 p.m. (CET) on business days (10/5). We handle your support case with an first response time of max. four hours.

### **High planning reliability with security updates**

Plan ahead and benefit from full protection for all LANCOM devices to ensure reliable business operations, especially in long-term projects. This includes free security updates of the respective operating system to ensure that the registered device is always running at the highest level of security.

For more information on software maintenance and the product lifecycle of your device, please visit the Lifecycle Management website.

# LANcare Direct 24/7

## Conditions

- The service hours of 8 a.m. to 6 p.m. (CET) on business days do not include regional holidays in Wuerselen, Germany.
- LANcare Direct can be registered at any time and is renewable until the End of Life of the LANCOM device.
- The LANCOM device which is to be covered by LANcare Direct must be fully functional and free of problems at the time of registration.
- LANcare Direct is bound to a specific device (serial number) and is not transferable.
- To register LANcare Direct for a LANCOM R&S®Unified Firewall, the firewall must be in operation with the LANCOM Basic or Full license and the registration has to take place simultaneously with the activation of the operating license.
- Multiple LANCOM R&S®Unified Firewalls in an HA cluster require only one registration of LANcare Direct for all devices.
- Multiple LANCOM SD-WAN gateways / routers in an HA cluster as well as multiple LANCOM switches in a stacked network require a registration of LANcare Direct for each individual device.
- Note for vProducts: For the registration of vProducts (vRouter & vFirewall) please contact our service team exclusively by phone: +49 (0) 2405 / 49 93 6-210 or via e-mail: [services@lancom.de](mailto:services@lancom.de) (not via registration form).
- For more Information, please refer to the [Service and Support Conditions](#).

## Supported devices

LANcare Direct is available for terms of 1, 3, or 5 years for all LANCOM devices except LANCOM unmanaged switches, AirLancer products, and accessories. The service category of your device can be found in the respective data sheet.

# LANcare Direct 24/7

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**Item numbers**


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LANcare Direct 24/7 - S (1 Year)	10752
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LANcare Direct 24/7 - S (3 Years)	10753
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LANcare Direct 24/7 - S (5 Years)	10754
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LANcare Direct 24/7 - M (1 Year)	10755
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LANcare Direct 24/7 - M (3 Years)	10756
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LANcare Direct 24/7 - M (5 Years)	10757
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LANcare Direct 24/7 - L (1 Year)	10758
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LANcare Direct 24/7 - L (3 Years)	10759
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LANcare Direct 24/7 - L (5 Years)	10760
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LANcare Direct 24/7 - XL (1 Year)	10761
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LANcare Direct 24/7 - XL (3 Years)	10762
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LANcare Direct 24/7 - XL (5 Years)	10763
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