



## LANCOM Extended Support Times

Expert help outside of office hours

LANCOM  
Extended  
Support Times

**SERVICE**

The LANCOM Extended Support Times guarantee you individual support outside of normal office hours. Whether it's after work, over the weekend, or on public holidays—you can work on your network infrastructure secure in the knowledge that LANCOM support is there should you need it.

- › Competent LANCOM support out of regular service times - ideal for safeguarding maintenance work
- › Trouble-free work on networks after office hours
- › Minimal reaction time within the booked availability period
- › Exclusive support availability from monday to friday from 5:00 PM to 12:00 PM. On weekends and nationwide public holidays in germany only from 10:00 AM to 6:00 PM

# LANCOM Extended Support Times

## More flexibility

Use the LANCOM Extended Support Times out of your office hours so you can concentrate on your everyday business.

## Guaranteed availability

Within the booked service times the LANCOM support is exclusively at your disposal.

## Safeguarding of your maintenance periods

During your planned migrations or installations out of your office hours the LANCOM support is at your side. This way, in case of occurring problems you are fully safeguarded.

## Working out of your office hours

After hours, on the weekend or on holidays: conduct the work on your network infrastructure without worries. With the competent LANCOM support you are on the safe side.

## Services

A LANCOM Extended Support Times voucher entitles you to: planned support availability outside of regular service hours. One voucher corresponds to an availability period of one hour. The extended service times can be booked for the following time periods:

- > Monday to friday from 5:00 PM to 12:00 AM
- > On weekends or nationwide public holidays in germany only from 10:00 AM to 6:00 PM

### Item numbers

LANCOM Extended Support Times Voucher	10321
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