



## LANCOM Premium Support Access

2nd-level support: 5 days / 10 hours



The LANCOM Premium Support Access offers a reaction time of less than 4 hours. We guarantee you that one of our network experts will quickly process your request. LANCOM Premium Support Access offers extended service hours from 8:00 AM to 6:00 PM (CET) on weekdays (10/5; except for nationwide public holidays in Germany). We ensure that your needs are met to the best of our ability.

- › Access to the LANCOM 2nd-level support
- › Extended service times from Monday – Friday from 8:00 AM to 6:00 PM (does not apply to nationwide public holidays in Germany)
- › Guaranteed reaction times of max. 4 hours within the service times
- › Duration and conditions are arranged individually

# LANCOM Premium Support Access

## Competent and solution-oriented support

With the LANCOM Premium Support Access you receive competent and solution-oriented support by the LANCOM 2nd-level support.

## More flexibility

You receive a guaranteed reaction time of max. 4 hours with extended service times from 8:00 AM to 6:00 PM (Mon to Fri).

## Service in premium quality

LANCOM creates with you an individual Premium Support Access according to your needs.

## Procurement

For a noncommittal offer for a LANCOM Premium Support Access, please contact us via e-mail or telephone.

Via telephone: +49 (0) 2405 / 49 93 6-210

Via e-mail: [services@lancom.de](mailto:services@lancom.de)

## Contact

Do you have questions on booking our service products?

We advice you free-of-charge and without commitment:

Tel. +49 (0) 2405 / 49 93 6-210

### Item numbers

LANCOM Premium Support Access 10/5	10211
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