



LANcare Premium Support 10/5

10/5 manufacturer support and security updates for projects

LANCOM Service **LANcare Premium Support 10/5**

With LANcare Premium Support 10/5, direct manufacturer support is available to you from 8 a.m. to 6 p.m. (CET) on business days. Whether it's technical queries about configuration adjustments or reporting network malfunctions – we support you for trouble-free network operation of your ongoing projects. Our experts will take care of your concerns with a response time of less than four hours – within just two hours if you report massive operational disruptions by telephone – so that you can quickly get back to your main business. In addition, continuous security updates ensure sustainable protection of the entire network.

- Direct manufacturer support with 10/5 availability for projects
- Guaranteed first response time of max. two hours 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 network operation
- Terms and conditions are agreed individually

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



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Fast, prioritized support directly from the manufacturer for projects

When it comes to managing and efficiently operating networks, high system availability goes hand in hand with guaranteed response times when problems arise. Therefore, access professional help directly from the manufacturer for your ongoing projects – regardless of the Lifecycle Management phase the LANCOM devices are in. You also benefit from prioritized handling of your concern including an automatic callback guarantee. If you report a massive operational disruption by telephone, we will take care of your concern within two hours so that your services are running again within a short time.

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 a first response time of max. four hours.

High planning reliability with security updates

Plan ahead and benefit from full protection to ensure reliable business operations, especially in long-term projects. This includes free security updates of the respective operating system to ensure that all devices are 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.

Service in premium quality

LANCOM creates with you an individual LANcare Premium Support 10/5 according to your needs.

The service and support conditions valid as of August 15, 2025, available at www.lancom-systems.com/pdf/LCS/ServiceSupportConditions/LANCOM-Systems-GmbH-Service-and-Support-Conditions-20250815.pdf, apply.

Booking after written offer

We are happy to prepare your individual offer for the LANcare Premium Support 10/5. Please contact us by phone: +49 (0) 2405/49 93 6-210 or by e-mail at services@lancom.de.

LANCOM service hours

The LANCOM Service Hotline is available from Monday to Friday from 9 a.m. to 5 p.m. (CET) (except for regional holidays in Wuersele, Germany).



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Item numbers

LANcare Premium Support 10/5 (1 Month)	10218
LANcare Premium Support 10/5 (1 Year)	10211
