



LANCOM Extended Support Times

Experts help outside of office hours

LANCOM Service **Extended Support Times**

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 p.m. to 12 p.m. (CET).
On weekends and regional holidays in Wuersele (Germany) only from 10 a.m. to 6 p.m. (CET).



LANCOM Extended Support Times

Maintenance with peace of mind

Maintenance is often conducted outside of business hours, and it does not always run smoothly. Give yourself peace of mind for your planned network upgrades with LANCOM Extended Support Times.

Exclusive standby support

With LANCOM Extended Support Times, you benefit from LANCOM support on standby between Monday and Friday from 5 p.m. until midnight (CET). On weekends and nationwide public holidays in Germany only from 10 a.m. to 6 p.m. (CET). A LANCOM employee will exclusively take care of your needs throughout this period.

Minimum response times

By booking Extended Support Times you are guaranteed a fast response, because an employee from LANCOM support is on standby and available for your support case throughout the time you booked.

Working free of customer and visitor traffic

If you need to adjust your network settings or integrate new devices, the best time to do this is when there is no customer and visitor traffic. Even at these unusual times, the LANCOM support is accessible, so enabling you to avoid any potential network outages or loss of revenues during your core business hours.



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Booking & use

- LANCOM Extended Support Times can only be requested via the [form](#).
- We will contact you by telephone or via e-mail to talk about further details.
- Afterwards you will receive the booking confirmation by e-mail.
- The desired use has to be announced to us at least two days in advance and must last at least one hour.
- When using the LANCOM Extended Support Times, the extended LANCOM service times can be used between Monday and Friday from 5 p.m. until midnight (CET) and on weekends and regional holidays in Wuerselen (Germany) from 10 a.m. to 6 p.m. (CET).

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LANCOM Extended Support Times

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