



# LANCOM Emergency Support

Emergency? Quick support directly from the manufacturer

## LANCOM Service **Emergency Support**

---

In the event of sudden device malfunctions or critical network issues, every minute matters: With LANCOM Emergency Support, you receive technical assistance from LANCOM as quickly as possible, minimizing costly downtime. After submitting your request, the next available support team member will contact you and be exclusively available for one hour by appointment. During the consultation, your issue will be analyzed, and the next steps will be planned. Ideally, the issue will be resolved immediately.

- Professional remote support from LANCOM for up to 1 hour to identify the root cause of the issue, generate and analyze trace outputs, and plan the next steps (e.g., configuration adjustments), also ideal for on-site technicians at the customer's location
- The next available LANCOM expert is exclusively available to LANcommunity partners or contract customers (LANcare) – with a callback typically within 30 minutes of the ticket request (request must be submitted by 4 p.m. (CET) to use the service on the same day)
- Valid for all devices that are entitled to support as part of the LANCOM Lifecycle Management
- Please note that this is a service that can only be offered subject to availability



# LANCOM Emergency Support

## Minimized downtime for maximum productivity

Prolonged network interruptions can lead to significant financial losses. With LANCOM Emergency Support, and a standard response time of just 30 minutes after ticket submission, your network disruption will be identified and analyzed as quickly as possible, ensuring your services are restored in the shortest possible time.

## Exclusive technical support in emergencies

In the event of a support case, a LANCOM technical expert is available to you exclusively for up to one hour. Depending on the severity of your reported device or network issue, a fault diagnosis will be performed first, followed by the collection of system data. The next steps for troubleshooting will then be planned in collaboration with you.

## Direct help from your manufacturer

As a LANcommunity partner or contract customer (LANcare), LANCOM Emergency Support provides you with direct access to expert knowledge in the event of an emergency. This ensures that a LANCOM technical expert will be there to support you.

## Booking & use

- The LANCOM Emergency Support can only be requested via the [form](#) for immediate use. Please note that service requests must be submitted by 4 p.m. (CET) at the latest and that the service is offered subject to availability.
- After submitting the form, you will receive a confirmation of your request via e-mail.
- If we require additional information to process your request, we will reach out to you.
- Once availability has been verified, you will receive an e-mail from our ticket system.
- The next available LANCOM support team member will then call you, typically within 30 minutes.

**Note: LANCOM Emergency Support is aimed exclusively for LANcommunity partners or contract customers (LANcare).**

---

### Item numbers

---

LANCOM Emergency Support

10320

---

LANCOM Systems GmbH  
A Rohde & Schwarz Company  
Adenauerstr. 20/B2  
52146 Wuerselen | Germany  
[info@lancom.de](mailto:info@lancom.de) | [lancom-systems.com](https://lancom-systems.com)

LANCOM, LANCOM Systems, LCOS, LANcommunity and Hyper Integration are registered trademarks. All other names or descriptions used may be trademarks or registered trademarks of their owners. This document contains statements relating to future products and their attributes. LANCOM Systems reserves the right to change these without notice. No liability for technical errors and / or omissions. 09/2024