



LANCOM Emergency Support

Emergency? Callback in just 30 minutes!

LANCOM Service **Emergency Support**

We offer support response times of 30 minutes or less after ticket creation.

In the event of an emergency, a member of the LANCOM support team helps you to find a quick solution and minimize your network downtime.

- Guaranteed reaction time of max. 30 minutes (Registration required by 4 p.m. at the latest to use the service on the same day).
- Professional LANCOM support, e.g. for on-site technicians at the customer
- A LANCOM expert will assist you in identifying the cause of the malfunction (max. 1 hour)
- Valid for all devices that are entitled to support as part of the LANCOM Software Lifecycle Management
- Please note that this is a service that can only be offered subject to availability



LANCOM Emergency Support

Quick help without long waits

With LANCOM Emergency Support vouchers, you are assured of quick help in case of emergency: We guarantee that you will receive a response within 30 minutes after ticket creation.

Minimize downtime, maximize productivity

Short reaction times and fast, effective support will remedy your network problems in no time, so your services will quickly be operational again.

Support direct from your manufacturer

In emergency cases, the LANCOM Emergency Support voucher gives you direct access to expert help straight from the manufacturer. Rest assured in the knowledge that a genuine LANCOM expert is working to support you and provide the quickest possible solution.

Exclusive care in an emergency

When you are in need of support, we offer you exclusive care: In an emergency case, one of our Support employees is exclusively available for your support case for up to 1 hour.

Booking & use

- LANCOM Emergency Support can be booked directly using the [form](#). Please indicate if you require immediate use. You will then receive a booking confirmation and, if necessary, a telephone response from us within 30 minutes.
- For use at a later date, you will receive a voucher with the booking confirmation. Please contact us by telephone on +49 (0)2405 49936 210 and have the voucher number listed on your voucher ready.
- Alternatively, you can purchase a voucher via the distribution.
- Please note that the last bookable appointment of the day is at 4 p.m.

Item numbers

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