

NETGEAR understands that the integrity of your network directly impacts the success of your business. This is why we have designed a cost-effective and flexible portfolio of service offerings which suit your business needs. Backed by a team of NETGEAR's R&D engineering, our technical support engineers will ensure that your NETGEAR products operate even more efficiently and reliably, enabling you to focus attention on your core business.

**OnCall 24x7**

NETGEAR's OnCall 24x7 contract provides unlimited phone and email technical support for your networking product. The customer receives an exclusive toll-free priority phone line access to our technical experts for advanced configuration and trouble shooting support. Specifically, the OnCall 24x7 covers the following:

- 24x7 Technical Support, allowing you access to our Global Support Centers (GSC) 24 hours a day, 7 days a week and 365 days a year.
- 24x7 Remote Diagnostics performed by our technical experts who access real-time configuration parameters, hardware and software revision levels, and port statistics for prompt resolution of technical issues.
- Express hardware replacement for arrival within next business day (NBD).\* This service ensures that you will receive the replacement hardware promptly in the unlikely event the product under coverage is down due to a hardware issue.
- Escalation management with Plan of Action (POA).
- Online services entitling you to privileged information and services such as personalized support cases, online problem escalation, known problem reports, release notes, troubleshooting guides, and software maintenance releases.
- Software Maintenance Releases Notification, a service that automatically sends you an email notification upon the availability of maintenance and patch releases, as well as enhancements.

**XPressHW**

NETGEAR's XPressHW provides basic hardware support and next-business-day hardware replacement for customers who are seeking to protect their hardware investment.

- In the event of a hardware failure, NETGEAR will expedite delivery of a replacement hardware for next-business-day arrival.\*
- Software Maintenance Releases Notification, a service that automatically sends you an email notification upon the availability of maintenance and patch releases, as well as enhancements.



Please refer to the ProSupport Part Number for each ProSafe® or ReadyNAS product

CATEGORY 1			
Model	Product Description	OnCall 24x7	XPressHW
DGFV338	ProSafe® Wireless ADSL Modem VPN Firewall Router		
FR114P	ProSafe® VPN Firewall with 4-port 10/100 Switch and Print Server		
FS108	ProSafe® 8-port 10/100 Desktop Switch		
FS108P	ProSafe® 8-port 10/100 Desktop Switch with 4-port PoE		
FS116	ProSafe® 16-port 10/100 Desktop Switch		
FS116P	ProSafe® 16-port 10/100 Desktop Switch with 8-port PoE		
FSS24	ProSafe® 24-port 10/100 Rackmount Switch		
FS726T	ProSafe® 24-port 10/100 Smart Switch with 2 Gigabit Ports		
FS726TP	ProSafe® 24-port 10/100 Smart Switch with 2 Gigabit Ports and 12-port PoE		
FS728TP	ProSafe® 24-port 10/100 Smart Switch with 4 Gigabit Ports and 24-port PoE		
FS728TS	ProSafe® 24-port 10/100 Stackable Smart Switch with 4 Gigabit Ports		
FS750T2	ProSafe® 48-port 10/100 Smart Switch with 2 Gigabit Ports		
FS752TS	ProSafe® 48-port 10/100 Stackable Smart Switch with 4 Gigabit Ports		
FSM726	ProSafe® 24-port 10/100 L2 Managed Switch with 2 Gigabit Ports		
FSM726S	ProSafe® 24-port 10/100 L2 Managed Stackable Switch with 2 Gigabit Ports		
FVG318	ProSafe® 802.11g Wireless VPN Firewall 8		
FVL328	ProSafe® VPN Firewall 100 with 8-port 10/100 Switch		
FVS114	ProSafe® VPN Firewall 8 with 4-port 10/100 Switch		
FVS124G	ProSafe® Gigabit VPN Firewall 25 w/4 Gigabit Port and Dual WAN 10/100 Port Switch		
FVS318	ProSafe® VPN Firewall 8 w/8-port 10/100 Switch	PMB0311-100 (US Only)	PRR0331
FVS336G	ProSafe® Dual WAN Gigabit SSL VPN Firewall		
FVS338	ProSafe® VPN Firewall 50 w/8-port 10/100 Switch and Dial Back-up	PMB0331	
FVX538	ProSafe® VPN Firewall 200 w/8-port 10/100 and 1-port Gigabit Switch		
FWAG114	ProSafe® Dual Band Wireless VPN Firewall with 4-port 10/100 Switch		
FWG114P	ProSafe® 802.11g Wireless VPN Firewall with 4-port 10/100 Switch and USB Print Server		
GS105	ProSafe® 5-port Gigabit Desktop Switch		
GS108	ProSafe® 8-port Gigabit Desktop Switch		
GS108T	ProSafe® 8-port Gigabit Smart Switch		
GS116	ProSafe® 16-port Gigabit Desktop Switch		
GS516T	ProSafe® 16-port Gigabit Rackmount Switch		
GS524T	ProSafe® 24-port Gigabit Rackmount Switch		
GS716T	ProSafe® 16-port Gigabit Smart Switch		
GS724T	ProSafe® 24-port Gigabit Smart Switch		
GS724TS	ProSafe® 24-port Gigabit Stackable Smart Switch		
JFS516	ProSafe® 16-port 10/100 Rackmount Switch		
JFS524	ProSafe® 24-port 10/100 Rackmount Switch		
JFS524F	ProSafe® 24-port 10/100 Rackmount Switch with 100FX Slot		
JGS516	ProSafe® 16-port Gigabit Rackmount Switch		
JGS524	ProSafe® 24-port Gigabit Rackmount Switch		
JGS524F	ProSafe® 24-port Gigabit Rackmount Switch with 2 SFP Ports		
SSL312	ProSafe® SSL VPN Concentrator 25		
WAGL102	ProSafe® Dual Band Light Wireless Access Point		
WAG102	ProSafe® Dual Band Wireless Access Point		

CATEGORY 1			
Model	Product Description	OnCall 24x7	XPressHW
WAG302	ProSafe® Dual Band Wireless Access Point		
WGL102	ProSafe® 802.11g Light Wireless Access Point	PMB0311-100 (US Only)	PRR0331
WG102	ProSafe® 802.11g Wireless Access Point	PMB0331	
WG302	ProSafe® 802.11g Wireless Access Point		

CATEGORY 2			
Model	Product Description	OnCall 24x7	XPressHW
FS752TPS	ProSafe® 48-port 10/100 Stackable Smart Switch with 4 Gigabit Ports and 24-port PoE		
FSM7326P	ProSafe® 24-port 10/100 L3 Managed Switch with 2 Gigabit Ports and 24-port PoE		
FSM7328PS	ProSafe® 24-port 10/100 L3 Managed Stackable Switch with 24 PoE ports		
FSM7328S	ProSafe® 24-port 10/100 L3 Managed Stackable Switch with 4 Gigabit Ports		
FSM7352S	ProSafe® 48-port 10/100 L3 Managed Stackable Switch with 4 Gigabit Ports		
FSM750S	ProSafe® 48-port 10/100 L2 Managed Stackable Switch with 2 Gigabit Ports	PMB0332	PRR0332-100
GS724TP	ProSafe® 24-port Gigabit PoE Smart Switch		
GS748T	ProSafe® 48-port Gigabit Smart Switch		
GS748TP	ProSafe® 48-port Gigabit PoE Smart Switch		
GS748TS	ProSafe® 48-port Gigabit Stackable Smart Switch		
GSM7212	ProSafe® 12-port Gigabit L2 Managed Switch		
GSM7224	ProSafe® 24-port Gigabit L2 Managed Switch		
GSM7224R	ProSafe® 24-port Gigabit L2 Managed Switch with Static Routing		
GSM7312	ProSafe® 12-port Gigabit L3 Managed Switch		
RND4XXX	ReadyNAS NV+ Gigabit Desktop Network Storage		

CATEGORY 3			
Model	Product Description	OnCall 24x7	XPressHW
FSM7352PS	ProSafe® 48-port 10/100 L3 Managed Stackable Switch with 4 Gigabit Ports w/48-port PoE		
GSM7248	ProSafe® 48-port Gigabit L2 Managed Switch		
GSM7248R	ProSafe® 48-port Gigabit L2 Managed Switch with Static Routing		
GSM7324	ProSafe® 24-port Gigabit L3 Managed Switch		
GSM7328FS	ProSafe® 24 SFP Gigabit Layer 3 Stackable Switch with 4 10 Gigabit Slots		
GSM7328S	ProSafe® 24-port Gigabit L3 Managed Stackable Switch with 4 10 Gigabit Ports	PMB0333	PRR0333-100
RNR4410	ReadyNAS 1100 4 TB Dual Gigabit Rackmount Network Storage (4 x 1000 GB)		
RNR4425	ReadyNAS 1100 1 TB Dual Gigabit Rackmount Network Storage (4 x 250 GB)		
RNR4450	ReadyNAS 1100 2 TB Dual Gigabit Rackmount Network Storage		
RNR4475	ReadyNAS 1100 3 TB Dual Gigabit Rackmount Network Storage		
WFS709TP	ProSafe® Smart Wireless Switch		

CATEGORY 4			
Model	Product Description	OnCall 24x7	XPressHW
GSM7352S	ProSafe® 48-port Gigabit L3 Managed Stackable Switch with 4 10 Gigabit Ports	PMB0334	PRR0334-10000S



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\*Monday through Friday from 8am to 5pm local time, excluding NETGEAR holidays. Calls must be received by the following cutoff time for NBD hardware replacement delivery: US/Canada – 6 PM (EST), UK/Ireland – 2 PM, Central Europe – 3 PM, Australia (EST) – 5 PM