

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.



CATEGORY 1			
Model	Product Description	OnCall 24x7	XPressHW
DGFV338	ProSafe® Wireless ADSL Modem VPN Firewall Router	PMB0311-100 (US Only) PMB0331	PRR0331
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		
FS524	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		
FVS336G	ProSafe® Dual WAN Gigabit SSL VPN Firewall		
FVS338	ProSafe® VPN Firewall 50 w/8-port 10/100 Switch and Dial Back-up		
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	PMB0311-100 (US Only) PMB0331	PRR0331
WGL102	ProSafe® 802.11g Light Wireless Access Point		
WG102	ProSafe® 802.11g Wireless Access Point		
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	PMB0332	PRR0332-100
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		
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	PMB0333	PRR0333-100
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		
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

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