

Comprehensive Support Plans for Maximum Network Uptime and Business Peace of Mind

- 24/7 live technical support and consultation
- Direct, scheduled access to product experts to help in configuration
- Extended HW/SW Warranty coverage with NBD parts replacement

More Than Just Support – A Business Partnership

The NETGEAR ProSUPPORT for Business offerings provide you with peace of mind by extending and enhancing the standard warranty or support coverage included with your product purchase. With ProSUPPORT, you get 24/7 direct access to NETGEAR technical support engineers who can rapidly resolve technical issues both big and small. Connect with the people that have built your products and build the relationship that will contribute to your business success.

OnCall 24x7 Tech Support

NETGEAR extends your initial 90-day technical support with the OnCall 24x7 Tech Support package. OnCall 24x7 services are conducted by phone, chat and email, to solve any of your technical challenges. In addition, NETGEAR will proactively send you alerts about any newly released firmware updates to make sure that you are able to plan in advance, download and upgrade at your earliest convenience.

With a OnCall 24x7 Tech Support contract, customers will have a dedicated ProSUPPORT subscriber phone number to call for high priority service, with less than four-hour* response or call-back time. Technical support requests enjoy a high priority escalation for issue resolution.

OnCall 24x7 Tech Support contract purchases are non-refundable.

Professional Configuration and Setup Assistance

Schedule an appointment for a live consultation by an expert to configure, set up or re-configure your device. This allows you the quickest time to deployment, optimizes accuracy in product deployment, minimizes downtime and maximizes the performance of the device.

Extended Warranty with Next Business Day Replacement

Once your warranty expires, ProSUPPORT for Business provides you with an extended warranty ensuring that if you have any issues with your device, it will be replaced by the same (or a newer) device. Next Business Day product replacement is also included to ensure that your business is back up and running in the shortest time.

	ZERO COST			PREMIUM	
	Warranty Hardware & Software	90-day FREE Technical Support	Limited Lifetime* ProSAFE Online Technical Support	ProSUPPORT OnCall 24x7 Technical Support	ProSUPPORT Extended Hardware Warranty
Products Covered	ALL NETGEAR Business Products	ALL NETGEAR Business Products	Select NETGEAR Business Switches	• All NETGEAR Business Products • Paid Support Package Varies by Products	Select NETGEAR Business Products
Hardware Replacement	YES Next Business Day	N/A	N/A	N/A	YES Next Business Day
Software Feature Updates	YES	YES	YES	YES	YES
Support by Email	N/A	YES	YES	YES	N/A
Support by Chat	N/A	YES	YES	YES	N/A
Support by Phone	N/A	YES	N/A	YES	N/A

*Except in cases of force majeure events such as war, natural disaster, strike, and other circumstances beyond reasonable control. During local non-business operating hours, English-only speaking personnel may provide the technical support.

ProSUPPORT SKU

SERVICES	PROSUPPORT CATEGORY	PROSUPPORT PART NUMBER	CONTRACT
OnCall 24x7	ProSUPPORT Category S1	PMB0S11-10000S PMB0S31-10000S PMB0S51-10000S	1 yr 3 yr 5 yr
	ProSUPPORT Category S2	PMB0S12-10000S PMB0S32-10000S PMB0S52-20000S	1 yr 3 yr 5 yr
	ProSUPPORT Category 1	PMB0311-10000S PMB0331-10000S PMB0351-10000S	1 yr 3 yr 5 yr
	ProSUPPORT Category 2	PMB0312-10000S PMB0332-10000S PMB0352-10000S	1 yr 3 yr 5 yr
	ProSUPPORT Category 3	PMB0313-10000S PMB0333-10000S PMB0353-10000S	1 yr 3 yr 5 yr
	ProSUPPORT Category 4	PMB0314-10000S PMB0334-10000S PMB0354-10000S	1 yr 3 yr 5 yr
Professional Setup and Configuration (Remote)	2-hour consultation, 48-hour advance appointment	PSB0304-10000S	

Availability by Product

CATEGORY	PRODUCT FAMILY	HARDWARE WARRANTY	90-DAY FREE SUPPORT	LIMITED LIFETIME* ONLINE TECH SUPPORT	PROSUPPORT CATEGORY
Insight Managed Smart Cloud Switches	GC108P	5 Yr	Y	N	Category S2
	GC108PP	5 Yr	Y	N	Category S2
	GC110	5 Yr	Y	N	Category S2
	GC110P	5 Yr	Y	N	Category S2
	GC510P	5 Yr	Y	N	Category S2
	GC510PP	5 Yr	Y	N	Category S2
	GC728X	5 Yr	Y	N	Category 1
	GC728XP	5 Yr	Y	N	Category 1
	GC752X	5 Yr	Y	N	Category 2
	GC752XP	5 Yr	Y	N	Category 2
Fully Managed Switches	FSM752P	Limited Lifetime*	Y	N	Category 2
	FSM7326PNA	Limited Lifetime*	Y	N	Category 2
	GSM4210P	Limited Lifetime*	Y	Y	Category 2
	GSM4328PA	Limited Lifetime*	Y	Y	Category 3
	GSM4328PB	Limited Lifetime*	Y	Y	Category 3
	GSM4328S	Limited Lifetime*	Y	Y	Category 3
	GSM4352PA	Limited Lifetime*	Y	Y	Category 3
	GSM4352PB	Limited Lifetime*	Y	Y	Category 3
	GSM4352S	Limited Lifetime*	Y	Y	Category 3
	GSM5212	Limited Lifetime*	Y	Y	Category 2
	GSM5212P	Limited Lifetime*	Y	Y	Category 2
	GSM7212F	Limited Lifetime*	Y	Y	Category 2

Availability by Product (continued)

CATEGORY	PRODUCT FAMILY	HARDWARE WARRANTY	90-DAY FREE SUPPORT	LIMITED LIFETIME* ONLINE TECH SUPPORT	PROSUPPORT CATEGORY
Fully Managed Switches	GSM7224	Limited Lifetime*	Y	Y	Category 2
	GSM7224P	Limited Lifetime*	Y	Y	Category 2
	GSM7226LP	Limited Lifetime*	Y	Y	Category 2
	GSM7228PS	Limited Lifetime*	Y	Y	Category 3
	GSM7228S	Limited Lifetime*	Y	Y	Category 3
	GSM7248	Limited Lifetime*	Y	Y	Category 2
	GSM7248P	Limited Lifetime*	Y	Y	Category 2
	GSM7252PS	Limited Lifetime*	Y	Y	Category 3
	GSM7252S	Limited Lifetime*	Y	Y	Category 3
	GSM7328FS	Limited Lifetime*	Y	Y	Category 3
	GSM7328S	Limited Lifetime*	Y	Y	Category 3
	GSM7352S	Limited Lifetime*	Y	Y	Category 3
	XSM4316PA	Limited Lifetime*	Y	Y	Category 3
	XSM4316PB	Limited Lifetime*	Y	Y	Category 3
	XSM4316S	Limited Lifetime*	Y	Y	Category 3
	XSM4324CS	Limited Lifetime*	Y	Y	Category 4
	XSM4324FS	Limited Lifetime*	Y	Y	Category 4
	XSM4324S	Limited Lifetime*	Y	Y	Category 4
	XSM4348CS	Limited Lifetime*	Y	Y	Category 4
	XSM4348FS	Limited Lifetime*	Y	Y	Category 4
	XSM4348S	Limited Lifetime*	Y	Y	Category 4
	XSM4396K0	Limited Lifetime*	Y	Y	Category 4
	XSM4396K1	Limited Lifetime*	Y	Y	Category 4
	CSM4532	Limited Lifetime*	Y	Y	Category 4
	XSM4556	Limited Lifetime*	Y	Y	Category 4
	XSM7224	Limited Lifetime*	Y	Y	Category 4
	XSM7224S	Limited Lifetime*	Y	Y	Category 4
Fully Managed Switches, Chassis	XCM8903SF	Limited Lifetime*	Y	Y	Category 4
	XCM8903SK	Limited Lifetime*	Y	Y	Category 4
	XCM8903SX	Limited Lifetime*	Y	Y	Category 4
Stackable Smart Managed Pro Switch Bundles	GS752TSB	Limited Lifetime*	Y	Y	Category 2
	GS752TPSB	Limited Lifetime*	Y	Y	Category 2
Stackable Smart Managed Pro Switches	GS728TX	Limited Lifetime*	Y	Y	Category 2
	GS728TXP	Limited Lifetime*	Y	Y	Category 2
	GS752TX	Limited Lifetime*	Y	Y	Category 2
	GS752TXP	Limited Lifetime*	Y	Y	Category 3
	GS752TXS	Limited Lifetime*	Y	Y	Category 3
Smart Managed Pro Switches	FS728TLP	Limited Lifetime*	Y	N	Category 1
	FS728TP	Limited Lifetime*	Y	N	Category 1
	GS108T	Limited Lifetime*	Y	Y	Category S1

Availability by Product (continued)

CATEGORY	PRODUCT FAMILY	HARDWARE WARRANTY	90-DAY FREE SUPPORT	LIMITED LIFETIME* ONLINE TECH SUPPORT	PROSUPPORT CATEGORY
Smart Managed Pro Switches	GS110TP	Limited Lifetime*	Y	Y	Category S2
	GS110TPP	Limited Lifetime*	Y	Y	Category 1
	GS110TUP	Limited Lifetime*	Y	Y	Category 1
	GS710TUP	Limited Lifetime*	Y	Y	Category 1
	GS418TPP	Limited Lifetime*	Y	Y	Category 1
	GS510TLP	Limited Lifetime*	Y	Y	Category S2
	GS510TP	Limited Lifetime*	Y	Y	Category 1
	GS510TPP	Limited Lifetime*	Y	Y	Category 1
	GS516TP	Limited Lifetime*	Y	Y	Category 1
	GS716T	Limited Lifetime*	Y	Y	Category S2
	GS724T	Limited Lifetime*	Y	Y	Category 1
	GS724TP	Limited Lifetime*	Y	Y	Category 1
	GS724TPP	Limited Lifetime*	Y	Y	Category 1
	GS728TP	Limited Lifetime*	Y	Y	Category 1
	GS728TPP	Limited Lifetime*	Y	Y	Category 1
	GS748T	Limited Lifetime*	Y	Y	Category 1
	GS752TP	Limited Lifetime*	Y	Y	Category 2
	GS752TPP	Limited Lifetime*	Y	Y	Category 2
	MS510TX	Limited Lifetime*	Y	Y	Category 2
	MS510TXPP	Limited Lifetime*	Y	Y	Category 2
	XS708T	Limited Lifetime*	Y	Y	Category 1
	XS712T	Limited Lifetime*	Y	Y	Category 2
	XS716T	Limited Lifetime*	Y	Y	Category 2
	XS728T	Limited Lifetime*	Y	Y	Category 2
	XS748T	Limited Lifetime*	Y	Y	Category 3
Smart Managed Pro SOHO Switches	GS308T	5 Yr	Y	N	Category S1
	GS310TP	5 Yr	Y	N	Category S2
	GS324T	5 Yr	Y	N	Category S2
	GS324TP	5 Yr	Y	N	Category 1
	GS348T	5 Yr	Y	N	Category 1
Smart Managed Plus Switches	GS105E	Limited Lifetime*	Y	Y	Category S1
	GS105PE	Limited Lifetime*	Y	Y	Category S1
	GS108E	Limited Lifetime*	Y	Y	Category S1
	GS108PE	Limited Lifetime*	Y	Y	Category S1
	GS110EMX	Limited Lifetime*	Y	Y	Category S2
	GS116E	Limited Lifetime*	Y	Y	Category S2
	GS750E	Limited Lifetime*	Y	Y	Category 1
	JGS516PE	Limited Lifetime*	Y	Y	Category S2
	JGS524E	Limited Lifetime*	Y	Y	Category S2
	JGS524PE	Limited Lifetime*	Y	Y	Category S2
	XS512EM	Limited Lifetime*	Y	Y	Category 2

Availability by Product (continued)

CATEGORY	PRODUCT FAMILY	HARDWARE WARRANTY	90-DAY FREE SUPPORT	LIMITED LIFETIME* ONLINE TECH SUPPORT	PROSUPPORT CATEGORY
Smart Managed Plus Switches	XS708E	Limited Lifetime*	Y	Y	Category 1
	XS716E	Limited Lifetime*	Y	Y	Category 2
	XS724EM	Limited Lifetime*	Y	Y	Category 2
Smart Managed Plus Signature Switches	GS908E	3 Yr	Y	N	Category S1
Smart Managed Plus Click Switches	GSS108E	Limited Lifetime*	Y	Y	Category S1
	GSS108EPP	Limited Lifetime*	Y	Y	Category S2
	GSS116E	Limited Lifetime*	Y	Y	Category S2
Smart Managed Plus Easy-Mount Switches	GS408EPP	Limited Lifetime*	Y	Y	Category S2
Smart Managed Plus SOHO Switches	GS305E	3 Yr	Y	N	Category S1
	GS308E	3 Yr	Y	N	Category S1
Unmanaged Switches	FS105	Limited Lifetime*	Y	Y	Category S1
	FS108	Limited Lifetime*	Y	Y	Category S1
	FS108P	Limited Lifetime*	Y	Y	Category S1
	FS116	Limited Lifetime*	Y	Y	Category S1
	GS105NA	Limited Lifetime*	Y	Y	Category S1
	GS108	Limited Lifetime*	Y	Y	Category S1
	GS108LP	Limited Lifetime*	Y	Y	Category S2
	GS108PP	Limited Lifetime*	Y	Y	Category S2
	GS110MX	Limited Lifetime*	Y	Y	Category S2
	GS116LP	Limited Lifetime*	Y	Y	Category S2
	GS116NA	Limited Lifetime*	Y	Y	Category S2
	GS116PP	Limited Lifetime*	Y	Y	Category S2
	GS908	3 Yr	Y	N	Category S1
	JFS524	Limited Lifetime*	Y	Y	Category S2
	JGS516NA	Limited Lifetime*	Y	Y	Category S2
	JGS524NA	Limited Lifetime*	Y	Y	Category S2
	XS505M	Limited Lifetime*	Y	Y	Category 1
	XS508M	Limited Lifetime*	Y	Y	Category 1
Unmanaged SOHO Switches	GS305	3 Yr	Y	N	Category S1
	GS305P	3 Yr	Y	N	Category S1
	GS305PP	3 Yr	Y	N	Category S2
	GS308	3 Yr	Y	N	Category S1
	GS308PP	3 Yr	Y	N	Category 2
	GS308P	3 Yr	Y	N	Category S1
	GS316	3 Yr	Y	N	Category S2
	GS316P	3 Yr	Y	N	Category 2
	GS316PP	3 Yr	Y	N	Category 2
	GS324	3 Yr	Y	N	Category S2
	GS324P	3 Yr	Y	N	Category 1

Availability by Product (continued)

CATEGORY	PRODUCT FAMILY	HARDWARE WARRANTY	90-DAY FREE SUPPORT	LIMITED LIFETIME* ONLINE TECH SUPPORT	PROSUPPORT CATEGORY
Unmanaged SOHO Switches	GS324PP	3 Yr	Y	N	Category 2
	GS348	3 Yr	Y	N	Category S2
	GS348PP	3 Yr	Y	N	Category 2
Smart Managed Plus Nighthawk Switches	GS808E	3 Yr	Y	N	Category S1
	GS810EMX	3 Yr	Y	N	Category 1
ReadyNAS Desktop	RN212	3 Yr	Y	N	Category 2
	RN214	3 Yr	Y	N	Category 2
	RN312	5 Yr	Y	N	Category 2
	RN314	5 Yr	Y	N	Category 2
	RN316	5 Yr	Y	N	Category 2
	RN422	5 Yr	Y	N	Category 2
	RN424	5 Yr	Y	N	Category 2
	RN426	5 Yr	Y	N	Category 3
	RN428	5 Yr	Y	N	Category 3
	RN524X	5 Yr	Y	N	Category 3
	RN526X	5 Yr	Y	N	Category 3
	RN528X	5 Yr	Y	N	Category 3
	RN626X	5 Yr	Y	N	Category 3
	RN628X	5 Yr	Y	N	Category 3
ReadyNAS Rackmount	RR2304	5 Yr	Y	N	Category 2
	RR2312	5 Yr	Y	N	Category 3
	RN3138	5 Yr	Y	N	Category 3
	RN31842E	5 Yr	Y	N	Category 3
	RN31844E	5 Yr	Y	N	Category 3
	RR3312	5 Yr	Y	N	Category 4
	RR4312S0	5 Yr	Y	N	Category 4
	RR4312S6	5 Yr	Y	N	Category 4
	RR4312S8	5 Yr	Y	N	Category 4
	RR4312X0	5 Yr	Y	N	Category 4
	RR4312X4	5 Yr	Y	N	Category 4
	RR4312X6	5 Yr	Y	N	Category 4
	RR4312X8	5 Yr	Y	N	Category 5
	RR4360X0	5 Yr	Y	N	Category 4
	RR4360S0	5 Yr	Y	N	Category 4
ReadyNAS Expansion Chassis	EDA4000	5 Yr	N	N	Category 4
WiFi Systems - Orbi Pro	SRC60	5 Yr	Y	N	Category 1
	SRK60	5 Yr	Y	Y	Category 1
	SRR60	5 Yr	Y	Y	Category 1
	SRS60	5 Yr	Y	Y	Category 1

Availability by Product (continued)

CATEGORY	PRODUCT FAMILY	HARDWARE WARRANTY	90-DAY FREE SUPPORT	LIMITED LIFETIME* ONLINE TECH SUPPORT	PROSUPPORT CATEGORY
Wireless 802.11ac Access Points	WAC104	3 Yr	Y	N	Category S1
	WAC120	3 Yr	Y	N	Category S1
	WAC505	5 Yr	Y	N	Category S1
	WAC510	5 Yr	Y	N	Category S2
	WAC540	5 Yr	Y	N	Category 1
	WAC540PA	5 Yr	Y	N	Category 1
	WAC720	Limited Lifetime*	Y	Y	Category 1
	WAC730	Limited Lifetime*	Y	Y	Category 1
	WAC740	Limited Lifetime*	Y	Y	Category 1
Wireless 802.11n Access Points	WND930	Limited Lifetime*	Y	Y	Category 1
Wireless Access Points	WNAP210	Limited Lifetime*	Y	Y	Category S2
	WNAP320	Limited Lifetime*	Y	Y	Category 1
	WNDAP330	Limited Lifetime*	Y	Y	Category 1
	WNDAP350	Limited Lifetime*	Y	Y	Category 1
	WNDAP360	Limited Lifetime*	Y	Y	Category 1
	WNDAP620	Limited Lifetime*	Y	Y	Category 1
	WNDAP660	Limited Lifetime*	Y	Y	Category 1
	WNSKT350	Limited Lifetime*	Y	Y	Category 1
Wireless Management Systems	WB7620	Limited Lifetime*	Y	Y	Category 3
	WB7630	Limited Lifetime*	Y	Y	Category 3
	WC7500	Limited Lifetime*	Y	Y	Category 1
	WC7520	Limited Lifetime*	Y	Y	Category 1
	WC7520SKT	Limited Lifetime*	Y	Y	Category 1
	WC7530	Limited Lifetime*	Y	Y	Category 1
	WC7600	Limited Lifetime*	Y	Y	Category 3
	WC9500	Limited Lifetime*	Y	Y	Category 3
ProSAFE® VPN Firewall	FVS318G	Limited Lifetime*	Y	Y	Category 1
	FVS318N	Limited Lifetime*	Y	Y	Category 1
	FVS318NA	Limited Lifetime*	Y	Y	Category 1
	FVS336G	Limited Lifetime*	Y	Y	Category 1
	SRX5308	Limited Lifetime*	Y	Y	Category 1
Security Insight Instant VPN Router	BR500	5 Yr	Y	N	Category 1
	BRK500	5 Yr	Y	N	Category 2

*This product comes with a limited warranty that is valid only if purchased from a NETGEAR authorized reseller, and modifications to product may void the warranty; covers hardware, fans, and internal power supplies - not software or external power supplies; see <http://www.netgear.com/about/warranty> for details. Technical support includes basic phone support for 90 days from purchase date and online chat support when purchased from a NETGEAR authorized reseller.

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