

# Net.Cover

## Allied Telesis Support Service Plans

### Section D Enhanced Lifecycle Management Program for Net.Cover

#### 1. Service Term and Registration

Allied Telesis Enhanced Lifecycle Management Program (ELMP) must be purchased within ninety (90) days of the purchase of the Allied Telesis product to which they will be applied. ELPM services are perpetual until the announcement of the product withdrawal.

#### IMPORTANT NOTE:

In order to purchase ELMP program You must have an active Net.Cover contract on all purchased instances of a product that is covered by the ELMP Program.

#### 2. Services Provided

- a. Product Withdrawals. Allied Telesis, Inc. will notify You at least 360 days prior to the withdrawal of a Product for which an ELMP contract has been issued. During the withdrawal notice period, You may issue Purchase Orders with normal lead-time up until the announced last time buy date. Any last time buy Purchase Order placed by you shall be non-cancellable.
- b. You must take delivery of the Last Time Purchase Orders within 180 days of the Purchase Order Date or Last time Buy Date whichever is earlier.
- c. If Allied Telesis, Inc. receives a notice from a supplier that the supplier is withdrawing a component for a product for which there is not a commercially reasonable substitute, and that notice is less than 360 days prior to the withdrawal of that component, Allied Telesis, Inc. shall notify You as soon as practically possible. In this event, Allied Telesis, Inc., shall have no obligation to continue sales of the product beyond the last time buy dates imposed by the component withdrawal.

- d. You must purchase and maintain a Net.Cover support contract for each product covered under the ELMP program.

#### 3. Service Restrictions

In order to receive services, the following conditions must be observed:

- a. A separate support fee must be paid for each product instance to be covered by a Net.Cover service contract.
- b. ELPM is not available in certain countries.
- c. ELPM is limited to a defined product set. Contact your Allied Telesis representative for the most current list of covered products.
- d. Minimum product purchase requirements exist. Contact your Allied Telesis representative for details.

#### 4. Support Entitlement

You are entitled to receive ELMP services on a product only if You have paid a separate fee for such product and have registered such product's serial number with Allied Telesis. Any services provided for products which have not been duly registered, will be made on a best efforts basis and at the discretion of Allied Telesis.

### Learn More

For ordering information or further assistance please contact your local sales office.

 [alliedtelesis.com/netcover](http://alliedtelesis.com/netcover)