



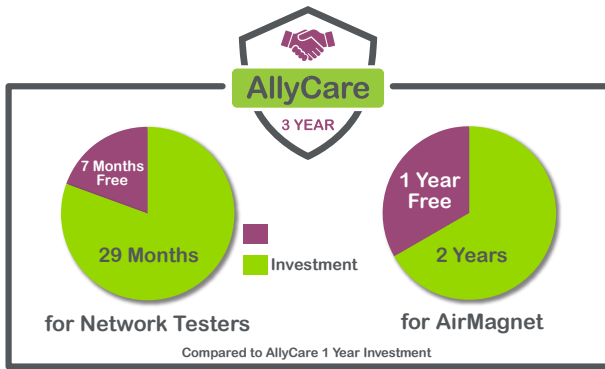


# AllyCare Premium Support Services

AllyCare is a comprehensive support and maintenance service for NetAlly’s Network Tools and AirMagnet® software.






## Membership Benefits

 Upgrades	 Repairs	 Support
<p>Change is a constant, and whether it’s new features or functions, new industry standards, or a better way to troubleshoot, only AllyCare membership ensures your product is enabled with the latest features and enhancement software and firmware updates.</p>	<p>Our testers are designed for use in the toughest environments, but if damage from normal wear and tear does happen, products covered with AllyCare Support can take full advantage of our comprehensive repair service coverage, including accessories.</p>	<p>While our tools have earned a reputation for simplicity and ease-of-use, at some point you may need assistance with a product’s operation. Because NetAlly makes the hardware and software, our technical support experts understand how everything works and can help resolve most issues in a single conversation.</p>



Membership in AllyCare can be purchased as a 1-year membership, or 3-year membership at significant savings.

## Key Features\*

-  **Software Upgrades/Updates**  
 By maintaining your AllyCare membership throughout the life of your product you can ensure your NetAlly handheld network tester or AirMagnet software is kept up to date with the latest features and functionality. AllyCare members receive access to all software upgrades that deliver major new features and enhancements.
-  **AllyCare-Enabled Product Features**  
 Only members with active AllyCare support will enjoy the additional benefits of AllyCare-enabled features, giving your NetAlly products enhanced testing and analysis capabilities.
-  **Repair/Replacement**  
 AllyCare members gain peace of mind from knowing that if their NetAlly tester is damaged from normal wear and tear NetAlly will repair or replace the unit, including shipping costs.  
*(Repairs require prior qualification troubleshooting by our Technical Assistance Center.)*
-  **Accessory Replacement**  
 Some accessory parts are essential to your NetAlly handheld network tester or AirMagnet product. Standard warranty on accessories is 90 days, but with AllyCare membership, accessories that ship with your unit are covered under the terms of repair (once qualified as defective by our Technical Assistance Center). With a value of \$100-500, upgrading from warranty to AllyCare can save you significant expense if your battery or other accessory should fail.
-  **Priority Technical Support**  
 AllyCare includes priority access to our world-class Technical Assistance Center (TAC) with online case submission and tracking of your support calls and resolution.

# AllyCare Premium Support Services

## Comparison of AllyCare vs Standard Warranty

Feature	Warranty	AllyCare
Latest Software & Firmware Versions	90-day manufacturing defects only	1 or 3 years
Enhanced Product Features	✗	✓
Repair Service Covered	1-year manufacturing defects only	1 or 3 years**
Accessory Repairs Covered***	✗	✓
Access to Live Technical Support Team	License, installation, registration, application launch and warranty repairs only	Warranty support PLUS priority product functionality and issue troubleshooting
Knowledge Base Access	✓	✓
Member Only Promotions	✗	✓
Online Product “Boot Camps”	✗	✓

\* AllyCare membership may not be available in all countries. Please confirm with your NetAlly representative before purchasing. Refer to the AllyCare Product Support Services Terms and Conditions for complete coverage and limitations (Service Description) at: [www.netally.com/terms-and-conditions](http://www.netally.com/terms-and-conditions)

\*\* Covers damage from normal wear and tear (does not cover accidental damage)

\*\*\* Applies to defective accessories from the original product purchase

**Calibration:** NetAlly Network Testers are manufactured to stringent specifications, and an automated “self-test” monitors the device’s internal systems. As such, calibration is not required.

For more information about AllyCare solutions visit: [netally.com/support](http://netally.com/support)

## Premium Customer Services



AllyCare is a comprehensive support and maintenance service for NetAlly’s Network Tools and AirMagnet® software that offers significant value over standard warranty. Membership of AllyCare can be purchased as either a 1-year membership or the value-added 3-year membership rate.

[netally.com/support](http://netally.com/support)