

# D-Link Assist Q&A

## What is D-Link Assist?

D-Link Assist is the rapid response support service that covers all business products and can give you and your staff direct, anytime access to support services (depending on service level purchased) to help ensure the fast, expert response and accountability required to resolve any critical hardware issues. With D-Link Assist you can choose the appropriate service level you require for your business.

## What is included with D-Link Assist?

D-Link Assist includes the following (dependent on service level purchased):

- Around-the-clock, access to D-Link Technical Support
- Guaranteed response within four hours
- Trained D-Link field engineer onsite to install replacement parts at your location, capable of implementing D-Link technology and expertise to help ensure that your hardware operates at the highest levels

## Why should you purchase D-Link Assist?

By covering hardware devices with a D-Link Assist contract, you can:

- Maximise network availability, reliability, stability, and security with direct access to networking engineers at D-Link
- Reduce the cost of network ownership by using D-Link expertise, knowledge, and availability
- Expedite time to repair with the right products/parts at the right time to resolve issues quickly

In addition, D-Link Assist helps you protect your network investments and minimise risks by:

- Supplementing your support organisation to help ensure the availability of the knowledge and

skills necessary to address rapidly changing technologies

- Providing access to knowledgeable resources and tools for rapid resolution of issues
- Eliminating the challenges of carrying replacement hardware in inventory and delivering them to remote sites by making replacement parts available when you need them
- Providing trained field engineering resources to perform replacement services when and where you need them

## Does D-Link Assist cover any product?

D-Link Assist covers all business products and is available to buy with any D-Link product at time of purchase.

## Does D-Link Assist help with installation too?

Yes, as well as fault diagnosis and replacement of faulty equipment, D-Link Assist provides the option of installation and configuration services to ensure 'first time right' set up on selected products.

## Do I need to buy D-Link Assist straight away when I purchase a new D-Link product?

No. You have up to 90 days from date of purchase in which to purchase D-Link Assist.<sup>3</sup>

## Once registered for D-Link Assist, how soon will the cover start?

Full support will commence just 48 working hours after registration has been verified.

## How do I get assistance when things go wrong?

Simply contact your local D-Link Tech Support centre at any time of the day or night (details provided on registration). A guaranteed D-Link

Product Technician will diagnose the problem over the phone and despatch a service agent to your premises with replacement equipment if required (dependent on service level purchased).

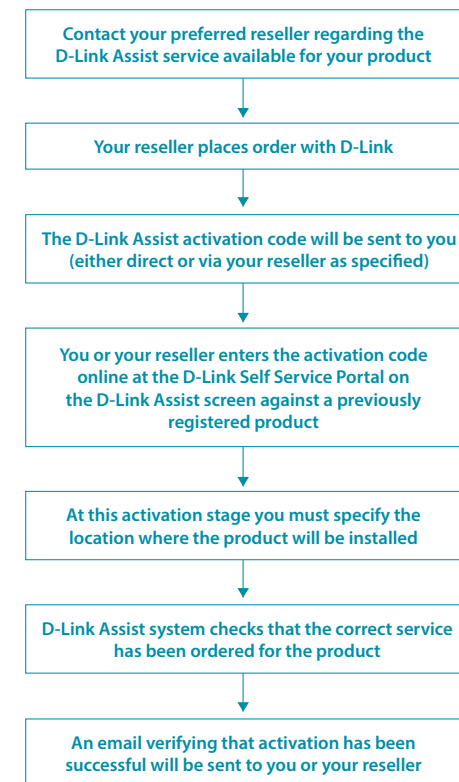
## Where is D-Link Assist support available?

D-Link Assist is continually expanding its service areas and is currently available in the following countries:

Austria, Belgium, Czech Republic, Denmark, Finland\*, France, Germany, Hungary, Republic of Ireland, Italy\*, Luxembourg, Monaco, The Netherlands, Norway\*, Poland\*, Portugal\*, San Marino\*, Spain\*, Sweden\*, Switzerland\*, United Kingdom and Vatican.

## How do I purchase D-Link Assist?

You may purchase D-Link Assist directly through our network of highly qualified D-Link partners as follows:



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# D-Link Europe

Albania  
Austria  
Belgium  
Bosnia and Herzegovina  
Bulgaria  
Croatia  
Czech Republic  
Denmark  
Finland  
France

Germany  
Greece  
Hungary  
Italy  
Kosovo  
Luxembourg  
FYR Macedonia  
Montenegro  
Netherlands  
Norway

Poland  
Portugal  
Romania  
Serbia  
Slovakia  
Slovenia  
Spain  
Sweden  
Switzerland  
UK and Ireland

**D-Link**  
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**30 YEARS**  
of Innovation

**D-Link Assist**  
Rapid Response Support



D-Link Assist

Peace of mind  
networking



For further information: [www.dlink.com](http://www.dlink.com)

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# D-Link Assist: expect instant help if the unexpected happens

Your network is the backbone of your business. Keeping it running is essential, even if the unexpected happens. D-Link Assist is a round-the-clock rapid-response technical support service that replaces faulty equipment quickly and efficiently. Maximising your uptime, and giving you the confidence that instant support is only a phone call away.

## Comprehensive cover available across all D-Link business products

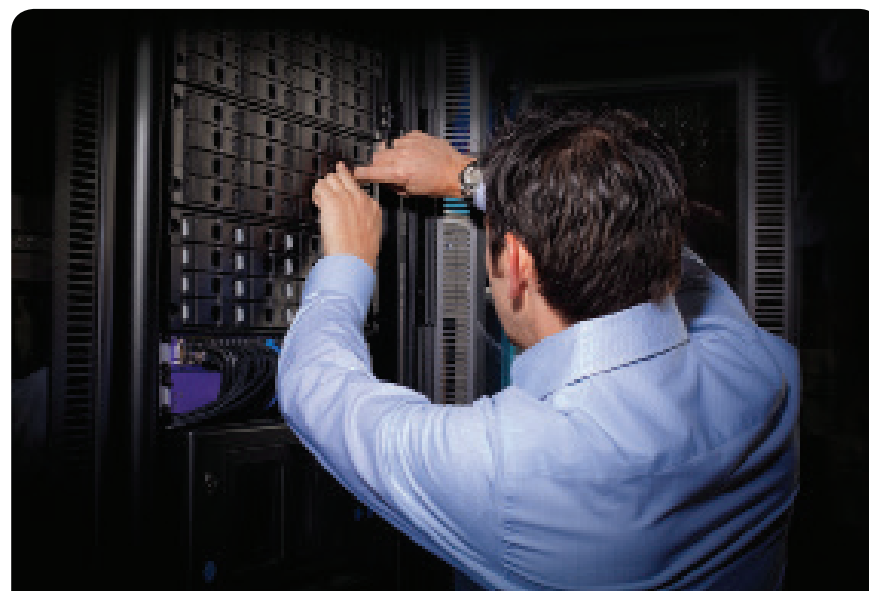
- D-Link Assist can be purchased together with any D-Link business product. So whether you're buying switches, wireless access points, storage, security or Video Surveillance equipment from D-Link, your peace of mind is guaranteed
- D-Link Assist also offers installation and configuration services to get your new hardware working quickly and correctly
- As standard, when you purchase a D-Link product we will exchange it should something go wrong!

## Convenient choice of three service levels to suit your needs

- **D-Link Assist Gold** for comprehensive 24-hour support
- **D-Link Assist Silver** for prompt same-day assistance
- **D-Link Assist Bronze** for guaranteed next business day response

## Peace of mind from our award-winning support services

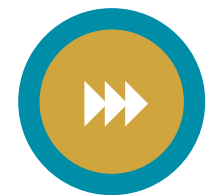
- D-Link is renowned for its award-winning technical support
- Plug into our network of highly trained specialists with in-depth knowledge of your D-Link equipment
- We'll act quickly to diagnose your problem and take instant corrective action



**D-Link Assist**  
Rapid Response Support

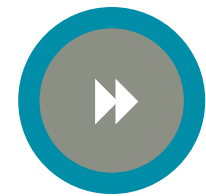
# Choose the enhanced service level that is right for you

Every business has different needs. That's why D-Link Assist provides a choice of enhanced service levels to suit your individual requirements and your budget. And for your convenience all D-Link Assist agreements run for one or three years.



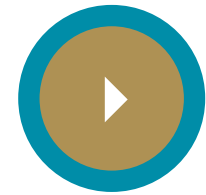
## Gold

D-Link Assist Gold is perfect for mission-critical environments where maximum uptime is a high priority. It guarantees four hour around-the-clock response. Cover applies 24/7 for every day of the year including holidays.



## Silver

D-Link Assist Silver is designed for 'high availability' businesses that require rapid response within regular working hours. It provides a four hour response service Monday to Friday from 8am to 5pm, excluding holidays.



## Bronze

D-Link Assist Bronze is a highly cost-effective support solution for less critical environments. Response is guaranteed within eight business hours Monday to Friday from 8am to 5pm, excluding holidays.

## Longer warranty for longer life

For extra assurance, D-Link Assist gives you the option of extending warranties on any D-Link business products you purchase by three years.

Contact your reseller now for peace of mind networking.

## Get expert help with your installation and configuration

- Available on selected D-Link products, D-Link Assist can help you get your new D-Link hardware up and running with the minimum of fuss
- Installation services include unpacking, quality inspection, interconnection with host server, and installation and integration of software<sup>2</sup>

## Benefit from D-Link's global reach and local support

- Established in 1986 D-Link has evolved to become a billion dollar global enterprise with 189 offices across 67 countries
- With highly trained D-Link Assist technicians on standby across Europe you can be sure of the very best in local support, wherever you are

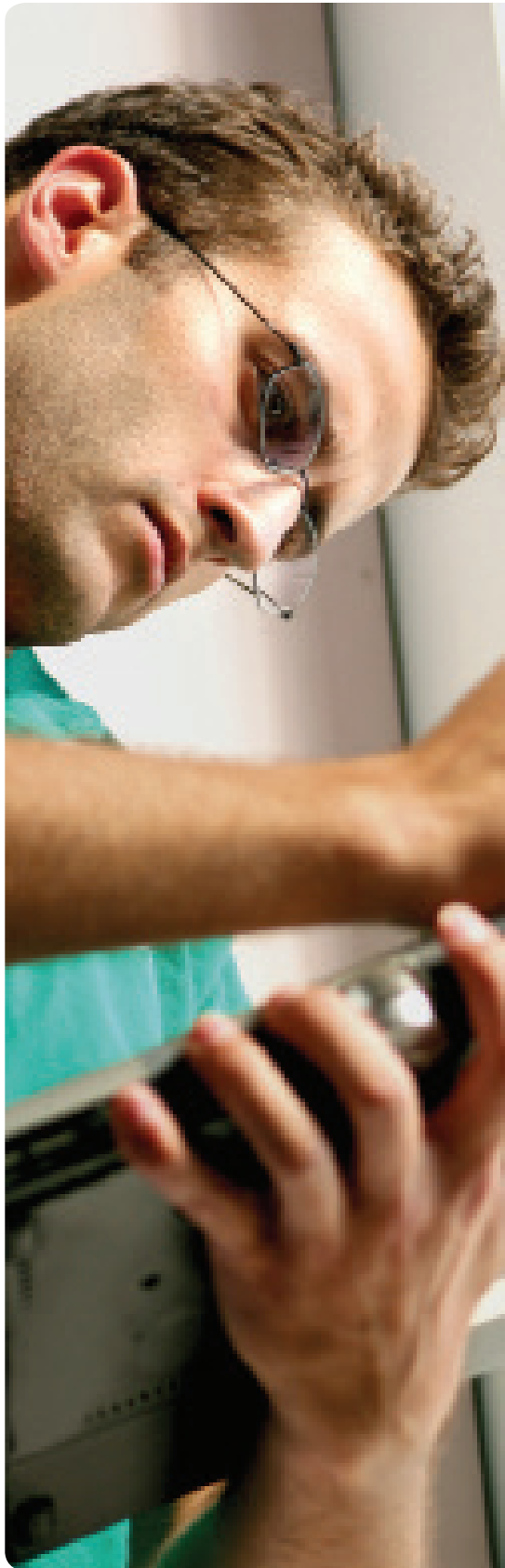
## Dare to compare

- D-Link Assist offers remarkable value, service of the highest quality at a very reasonable price. We challenge you to find a more competitive technical support solution

## Why D-Link?

- D-Link is one of the world's leading network infrastructure companies, providing a complete end-to-end solution including Switching, Storage, Video Surveillance, Wireless and Security ensuring interoperability, from one vendor, with award winning support. For 30 years, D-Link has designed, developed and manufactured award winning products. D-Link prides itself on consistently delivering innovative, high performing and intuitive products for businesses. With D-Link technology you can increase network performance and cut operational costs.

D-Link delivers its extensive range of networking products to organisations and consumers through its global network of channel partners and service providers. D-Link understands the significance of accessing, managing, securing and sharing data and digital content, and has pioneered many IP technologies to deliver a fully integrated digital home and business network experience.



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