

NETGEAR PREMIUM SUPPORT PORTFOLIO

Premium Support and Warranty Guide

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Executive Overview

Today's networks support revenue-generating operations, collaboration environments, customer experiences, and connected infrastructure across Enterprise and AV-over-IP deployments. As network reliance grows, so does the need for structured protection and predictable support responsiveness.

NETGEAR's Warranty and Premium Support portfolio provides a tiered framework that aligns protection and support coverage with operational importance.

From long-term hardware protection to SLA-backed support tiers with prioritized access to engineering expertise, this portfolio delivers reduced downtime risk, faster resolution, and long-term network confidence.

Whether supporting a growing business environment or complex enterprise deployment, NETGEAR enables customers and partners to choose the exact level of engagement required—no more, no less.

The Premium Support Framework

NETGEAR Premium Support introduces a formal, tiered structure that replaces unstructured or best-effort models with clearly defined response commitments and escalation paths.

Customers can select from three tiers:

- **Sprint** – Essential, value-driven coverage
- **Overdrive** – Priority performance with 24/7 responsiveness
- **Fastlane** – Fully customized, high-touch engagement

Each tier introduces progressively higher levels of responsiveness, access to engineering expertise, and structured service features. This framework allows customers to align support investment directly with operational reliance and risk tolerance.

For partners, the tiered model simplifies positioning and enables clear differentiation in proposals—supporting higher-value engagements and recurring revenue opportunities.

Premium Support delivers confidence through structure, clarity, and measurable commitments.

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Tier Comparison Overview

Support Features	Free (HW Warranty)	Sprint	Overdrive	Fastlane
Hardware-only warranty coverage	✓	✓	✓	✓
Complimentary setup support	✓	✓	✓	✓
Ongoing AI-driven chat support	✓	✓	✓	✓
Direct access to support engineers		✓	✓	✓
Extended support hours		✓ (24/5)	✓ (24/7)	✓ (24/7)
Guaranteed response time (SLA)		8 hr	2 hr	✓ (custom)
Priority case handling			✓	✓
Fast-track escalation to senior engineers			✓ (L2)	✓ (L3)
Hardware replacement speed	Fast RMA	Advance replacement	Next business day	Custom
Scheduled support calls			✓	✓
Operational reports and insights			✓ (quarterly)	✓ (custom)
Designated or dedicated engineer				✓ (custom)
Custom workflows and SLAs				✓

Sprint Support Tier

ESSENTIAL SUPPORT WITH STRONG VALUE

Sprint is designed for organizations seeking dependable assistance and structured response times without unnecessary complexity. It delivers a meaningful step up from standard warranty support while maintaining cost efficiency.

Key Capabilities:

- 24/5 extended support availability
- Direct access to NETGEAR technical support engineers
- Advance hardware replacement

Sprint is well-suited for stable business environments where predictable access to expertise and fast issue resolution are important, but round-the-clock coverage may not be required.

By formalizing response commitments and providing direct engineer access, Sprint reduces uncertainty and accelerates troubleshooting. It delivers structured reliability—ideal for everyday operations, distributed sites, and performance-sensitive business networks.



Overdrive Support Tier

PRIORITY PERFORMANCE FOR GREATER ASSURANCE

Overdrive is built for environments where downtime can significantly impact productivity, customer experience, or operational continuity. It enhances every dimension of support responsiveness and recovery speed.

Key Capabilities:

- 24/7 support availability
- Priority case handling
- Fast-track escalation to Level 2 engineers
- Next-business-day hardware replacement
- Scheduled support calls
- Quarterly operational reporting

Overdrive introduces guaranteed urgency and visibility. Cases are prioritized, escalation pathways are shortened, and hardware replacement timelines are accelerated.

Quarterly reporting provides structured insights into support trends and recurring issues, enabling more informed planning and continuous improvement.

For organizations that require stronger performance assurance without full customization, Overdrive offers an optimal balance of responsiveness, predictability, and value.

Fastlane Support Tier

FULLY CUSTOMIZED, HIGH-TOUCH PARTNERSHIP

Fastlane represents the highest level of Premium Support engagement. It is designed for complex or large-scale environments where responsiveness, continuity, and customization are critical.

Building upon the Overdrive framework, Fastlane introduces configurable service elements tailored to the organization's workflow and operational expectations.

Customizable Features May Include:

- 24/7 support with custom response SLAs
- Direct access to Level 3 engineering resources
- Designated or dedicated engineer options
- Custom hardware replacement strategies
- Priority escalation channels
- Scheduled operational reviews
- Customized reporting cadence
- Defined service targets aligned to business priorities

Fastlane transforms support from transactional assistance into a strategic partnership model. It helps provide deeper architectural familiarity, accelerated issue resolution, and a service experience aligned to each organization's operational rhythm.

For enterprises seeking elevated collaboration and flexibility, Fastlane provides a scalable support relationship that evolves with the network.



Partner Value & Business Outcomes

EXPANDING REVENUE AND DIFFERENTIATION

For VARs, MSPs, and integrators, Premium Support enhances competitive positioning and unlocks recurring revenue streams.

By bundling NETGEAR support tiers with hardware and managed offerings, partners can:

- Deliver complete, outcome-based solutions
- Reduce post-deployment troubleshooting burden
- Shorten escalation cycles
- Improve customer retention
- Strengthen long-term account relationships

The structured tier model simplifies packaging and enables value-based selling, helping partners align service coverage with customer expectations.

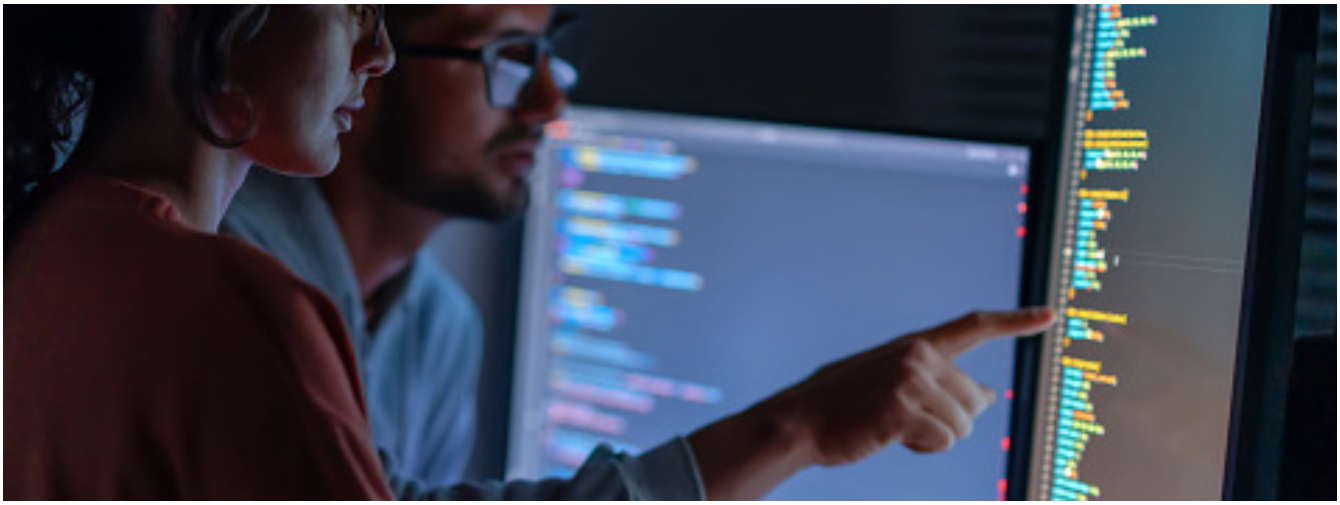
Measurable Operational Impact

PROTECTION THAT DELIVERS REAL RESULTS

NETGEAR Warranty and Premium Support deliver tangible, measurable outcomes:

- Reduced downtime exposure
- Faster issue resolution
- Predictable response commitments
- Accelerated hardware recovery
- Reduced internal IT burden
- Greater operational confidence

By combining long-term hardware protection with structured, SLA-backed support tiers, NETGEAR enables organizations to operate with clarity and control—knowing the right expertise is available when it matters.



Hardware Warranty & Premium Support Contracts

LONG-TERM PROTECTION BUILT IN

Every NETGEAR deployment begins with a strong hardware protection baseline. Our warranty structure is designed to align coverage with product class and deployment complexity, ensuring customers receive appropriate long-term protection across the portfolio

- **Enterprise (Wired & Wireless):** Limited Lifetime Hardware Warranty
- **Managed Switches**: True Lifetime Warranty
- **Essentials**: 3-Year Hardware Warranty

This tiered approach helps enable foundational reliability, whether supporting a small business installation or an enterprise-grade infrastructure.

Warranty coverage provides protection against hardware defects and helps provide continued device availability through streamlined replacement processes. It establishes the operational safety net upon which Premium Support tiers build enhanced responsiveness and engineering engagement.

Warranty is the foundation. Premium Support adds predictability, escalation pathways, and structured service commitments.

Hardware Warranty Foundation

SUPPORTING YOU FROM DAY ONE

To help enable smooth deployment and onboarding, NETGEAR includes complimentary technical support with hardware purchases:

- **Enterprise & Managed Products**: 90 days of complimentary phone, chat, and online support
- **Essentials Products**: 45 days of complimentary support

Beyond this initial window, customers retain access to AI-driven chat support for ongoing guidance.

All covered hardware includes Fast RMA replacement, helping enable that once a defective unit is received, a replacement is shipped promptly using expedited delivery methods. This reduces prolonged downtime exposure and accelerates recovery.

While warranty protection addresses hardware reliability, organizations requiring faster response commitments, guaranteed SLAs, and priority case handling can extend coverage through Premium Support tiers.



Conclusion

By combining long-term hardware protection with structured, SLA-backed Premium Support tiers, NETGEAR helps reduce operational risk, speeds issue resolution, and supports peak network performance.

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