

Allied Telesis | Layer 3 Services



Dear Allied Telesis Partner

Allied Telesis have made adjustments to both their pricelist and approach to the market. The major change being the mandatory service requirement for the Allied Telesis Layer 3 portfolio effective from 1st March 2010.

The intention is to provide not only a very powerful and sophisticated product to the market, but also to ensure that the mission critical installations are supported in a professional way. This support will be provided either directly by Allied Telesis under a Net.Cover® service contract, or by a well trained partner, providing their own service backed up by Allied Telesis with a Channel Service Contract (CSC).

The Channel Service Contract allows you to provide complete support to your end customers. This should include first line telephone support, problem diagnosis and/or on-site installation and configuration. The CSC is only available to technically certified partners fulfilling these requirements.

For all partners not wishing to fulfill the requirements of the CSC, the Allied Telesis Layer 3 portfolio can still be sold including a Net.Cover Basic contract as minimum where Allied Telesis will fulfill the service to the end customer.

The product families currently requiring a service purchase are:

- | | | |
|-----------------------|-------------|--------------------------|
| ■ AT-8600 | ■ AT-9900 | ■ AT-SB4000 |
| ■ AT-8900 | ■ AT-x600 | ■ AT-SB4000 linecards |
| ■ AT-9400 (stackable) | ■ AT-x900 | ■ AT-XEMs |
| ■ AT-9700 | ■ AT-SBx908 | ■ AT-AR400 router family |

We trust that you are in agreement with our philosophy. If you have any further questions (or to request an update of products requiring a service purchase), please contact your country manager, sales representative or myself.

Regards



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