


NETSCOUT GOLD MEMBERSHIP

for Handheld Network Tools and AirMagnet® Software

Protect your investment and minimize downtime!

Gold Support is our comprehensive support and maintenance program for NETSCOUT's Handheld Network Tools and AirMagnet software. This program ensures your products are always up to date and provides you with a premium level of technical support to minimize business downtime and ensure the highest return on your investment.



Three-year Gold Support provides a 10% discount off current Gold pricing along with 3-year price protection. On average, customers can save up to 19% over 3-years by taking advantage of the 3-year Gold Membership option.

Gold = Total Value

The economic case for Gold Membership is clear. Compare the cost of Gold to the cost of the individual services it replaces annually:

Typical Repair Service	\$ 700 - 1,500
Software and Firmware Upgrades	\$ 450 - 1,350
Technical Support (@ \$199 per call/ 4 calls/ year)	\$ 796
Accessory Replacement	\$ 100 - 500
Annual Average Value*	\$ 2,046 - 4,146

** Annual Average Value is higher for higher-cost instruments*

Gold Support Advantage vs Standard Warranty

While our warranty covers your product for manufacturing defects in hardware for one year, and software for 90 days, there is great value in purchasing Gold Support, available in one- or three-year coverage periods.

Here is a brief Gold Support benefits summary:

- Hardware repair or replacement services included, should the unit malfunction
- Major software version upgrades, minor updates, and firmware updates
- Priority response to technical support calls
- Members-only promotions and programs
- Registered access to our Support Portal for asset management
- Access to online training modules, searchable knowledge base, online case submission, and much more

Insure Your Investment - Repair or Replacement Guaranteed

If your NETSCOUT instrument fails or is damaged, we will repair or replace the unit free of charge, including labor, parts, and shipping. If you use this service just once, you will have more than recouped your Gold Support investment.

Software Upgrades and Updates

Your NETSCOUT Handheld Network Testers or AirMagnet software will never be out of date. You will receive access to all available software upgrades, giving you the latest functionality, improving technical efficiency and troubleshooting. Software upgrades may be released multiple times throughout the year and are only available to Gold Members.

Accessory Replacement

Some accessory parts are essential to your NETSCOUT Handheld Network Tester, or AirMagnet product. The normal warranty on accessories is 90 days, but parts and accessories that ship with your unit, including the rechargeable internal battery (if applicable), will be replaced free of charge with Gold Support, once qualified as defective by our technical assistance center. With an average value of \$100-500, Gold saves you a significant expense if your battery or other accessory should fail.

Priority Technical Support

Gold Support includes priority access to our world-class Technical Assistance Center (TAC) via members-only phone numbers. Our highly-trained technical experts are stationed around the globe, ready to answer your complex troubleshooting questions.

Members-Only Promotions

Your membership qualifies you for "Members-Only" promotion and programs. This includes product discounts and other incredible values.

Benefits	Gold Membership	Non-Gold Membership
Software and Firmware Upgrades	✓	
Priority Access to Technical Support Team	✓	
FREE Repair with Priority Service	✓	
FREE Accessory Replacements*	✓	
Member Only Promotions	✓	
Access to Live Technical Support Team	Web, Email, & Phone	Web & Email
Knowledge Base Access	✓	✓
Online Training Videos	✓	✓

* Applies to defective accessories in the original product purchase

Note regarding Calibration: NETSCOUT Handheld 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 our gold solutions visit: enterprise.netscout.com/goldsupport

NETSCOUT's Gold membership may not be available in all countries. Please confirm with your NETSCOUT representative before purchasing. Full terms and conditions can be viewed at: enterprise.netscout.com/goldsupport