



**AMS.NET**  
Technology Solution Provider

## MAINTENANCE COMPARISON

### Choose the Right Technical Service Plan

Supplement IT staff, protect your investment and ensure your network and equipment are running at optimum levels with AMS.NET's support and maintenance plans. AMS.NET offers a host of plans from our Managed Services for comprehensive coverage, Guaranteed Response Plan for limited emergency support, Technical Support Packs for non-emergency, scheduled support and Flex Time plans that cover both urgent and scheduled support.



Service/Features	Cisco Warranty	Cisco SMARTnet	AMS.NET Flex Time	AMS.NET Technical Support Pack	AMS.NET Guaranteed Response Plan	AMS.NET Managed Services
Priority Support	NO	YES	YES	NO	YES	YES
Cisco Technical Support	NO	YES	NO	NO	NO	YES
AMS.NET Technical Support	NO	NO	YES	YES	YES	YES
Unlimited Technical Support	NO	YES	NO	NO	NO	YES
On-Site Coverage	NO	YES (Add-On)	YES	YES	YES	YES
System Monitoring	NO	NO	NO	NO	NO	YES
Guaranteed Response Time	NO	YES	YES	NO	YES	YES
Hardware Replacement	YES	YES	NO	NO	NO	YES
Hardware Replacement Configuration and Installation	NO	NO	NO	NO	NO	YES
Installation/Configuration Warranty	NO	NO	NO	NO	NO	YES
Loaner Hardware	NO	NO	NO	NO	NO	NO
New Equipment Coverage	NO	NO	NO	NO	NO	YES (Add-On)
Version Updates and Upgrades	NO	NO	YES*	YES*	YES*	YES
Moves, Adds, and Changes	NO	NO	YES*	YES*	YES*	YES
Weekly and Monthly Reporting	NO	NO	NO	NO	NO	YES
Billable Rate Per Hour	N/A	N/A	Disc. Rate	Up to 20% Off	Priority Rate	N/A
Shipping Costs	Not Included	Included	N/A	N/A	N/A	N/A
Next Business Day	YES (ELLW)	YES	NO	NO	NO	YES

\*Support or service will be deducted from labor block balance.

Celebrating More Than **25** Years

Learn More!

Go to [www.ams.net/services](http://www.ams.net/services)  
800-893-3660

