

Emergency? Quick support directly from the manufacturer

R&S[®]NC SERVICE

Emergency Support

In the event of sudden device malfunctions or critical network issues, every minute matters: With [R&S[®]NC Emergency Support](#), you receive technical assistance from Rohde & Schwarz Networks and Cybersecurity as quickly as possible, minimizing costly downtime. After submitting your request, the next available support team member will contact you and be exclusively available for one hour by appointment. During the consultation, your issue will be analyzed, and the next steps will be planned. Ideally, the issue will be resolved immediately.

- ▶ Professional remote support from Rohde & Schwarz Networks and Cybersecurity for up to 1 hour to identify the root cause of the issue, generate and analyze trace outputs, and plan the next steps (e.g., configuration adjustments), also ideal for on-site technicians at the customer's location
- ▶ The next available Rohde & Schwarz Networks and Cybersecurity expert is exclusively available to R&S[®]NC Community partners or contract customers (R&S[®]NC Support) – with a callback typically within 30 minutes of the ticket submission (request must be submitted by 4 p.m. (CET) to use the service on the same day)
- ▶ Valid for all devices that are entitled to support as part of the [R&S[®]LANCOM Lifecycle Management](#)
- ▶ Please note that this is a service that can only be offered subject to availability

Note: R&S[®]NC Emergency Support is aimed exclusively for R&S[®]NC Community partners or contract customers (R&S[®]NC Support).

R&S®NC EMERGENCY SUPPORT

Minimized downtime for maximum productivity

Prolonged network interruptions can lead to significant financial losses. With R&S®NC Emergency Support, and a standard response time of just 30 minutes after ticket submission, your network disruption will be identified and analyzed as quickly as possible, ensuring your services are restored in the shortest possible time.

Exclusive technical support in emergencies

In the event of a support case, a Rohde & Schwarz Networks and Cybersecurity technical expert is available to you exclusively for up to one hour. Depending on the severity of your reported device or network issue, a fault diagnosis will be performed first, followed by the collection of system data. The next steps for troubleshooting will then be planned in collaboration with you.

Direct help from your manufacturer

As a LANcommunity partner or contract customer (R&S®NC Support), R&S®NC Emergency Support provides you with direct access to expert knowledge in the event of an emergency. This ensures that a Rohde & Schwarz Networks and Cybersecurity technical expert will be there to support you.

Booking & use

- ▶ The R&S®NC Emergency Support can only be requested via the [service portal](#) (login required) for immediate use. Please note that service requests must be submitted by 4 p.m. (CET) at the latest and that the service is offered subject to availability.
- ▶ After submitting your request, you will receive a confirmation of receipt by e-mail.
- ▶ If we require additional information to process your request, we will reach out to you.
- ▶ Once availability has been verified, you will receive an e-mail from our ticket system.
- ▶ The next available Rohde & Schwarz Networks and Cybersecurity support team member will then call you, typically within 30 minutes.

Note: R&S®NC Emergency Support is aimed exclusively for R&S®NC Community partners or contract customers (R&S®NC Support).

Item	Item no.
R&S®NC Emergency Support	10320

Rohde & Schwarz Networks and Cybersecurity GmbH
Adenauerstr. 20/B2
52146 Wuersele | Germany
info.rs-nc@rohde-schwarz.com | www.rohde-schwarz.com/networks-and-cybersecurity

R&S and Rohde & Schwarz are trademarks of Rohde & Schwarz GmbH & Co. KG, registered or used, among others, in Germany, the EU, the USA, China, and other countries. Other names or designations used may be registered trademarks of different companies or owners. This document contains forward-looking statements regarding products and product features. The publisher reserves the right to change these at any time without stating reasons. No liability is accepted for technical inaccuracies or omissions. 06/2026

ROHDE & SCHWARZ
Make ideas real

