

Experts help outside of office hours

R&S[®]NC SERVICE

Extended Support Times

The R&S[®]NC Extended Support Times guarantee you individual support outside of normal office hours. Whether it's after work, over the weekend, or on public holidays—you can work on your network infrastructure secure in the knowledge that Rohde & Schwarz Networks and Cybersecurity support is there should you need it.

- ▶ Competent Rohde & Schwarz Networks and Cybersecurity support out of regular service times—ideal for safeguarding maintenance work
- ▶ Trouble-free work on networks after office hours
- ▶ Minimal reaction time within the booked availability period
- ▶ Exclusive support availability from monday to friday from 5 p.m. to 12 p.m. (CET). On weekends and regional holidays in Wuersele (Germany) only from 10 a.m. to 6 p.m. (CET).

R&S®NC EXTENDED SUPPORT TIMES

Maintenance with peace of mind

Maintenance is often conducted outside of business hours, and it does not always run smoothly. Give yourself peace of mind for your planned network upgrades with R&S®NC Extended Support Times.

Exclusive standby support

With R&S®NC Extended Support Times, you benefit from Rohde & Schwarz Networks and Cybersecurity support on standby between Monday and Friday from 5 p.m. until midnight (CET). On weekends and nationwide public holidays in Germany only from 10 a.m. to 6 p.m. (CET). A Rohde & Schwarz Networks and Cybersecurity employee will exclusively take care of your needs throughout this period.

Minimum response times

By booking Extended Support Times you are guaranteed a fast response, because an employee from Rohde & Schwarz Networks and Cybersecurity support is on standby and available for your support case throughout the time you booked.

Working free of customer and visitor traffic

If you need to adjust your network settings or integrate new devices, the best time to do this is when there is no customer and visitor traffic. Even at these unusual times, the Rohde & Schwarz Networks and Cybersecurity support is accessible, so enabling you to avoid any potential network outages or loss of revenues during your core business hours.

R&S®NC EXTENDED SUPPORT TIMES

Booking & use

- ▶ R&S®NC Extended Support Times can only be requested via the [service portal](#) (login required).
- ▶ We will contact you by telephone or via e-mail to talk about further details.
- ▶ Afterwards you will receive the booking confirmation by e-mail.
- ▶ The desired use has to be announced to us at least two days in advance and must last at least one hour.
- ▶ When using the R&S®NC Extended Support Times, the extended Rohde & Schwarz Networks and Cybersecurity service times can be used between Monday and Friday from 5 p.m. until midnight (CET) and on weekends and regional holidays in Wuersele (Germany) from 10 a.m. to 6 p.m. (CET).

Item	Item no.
R&S®NC Extended Support Times	10321

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ROHDE & SCHWARZ
Make ideas real

