

Personal manufacturer support for partners and security updates

R&S®NC SUPPORT Access

As a R&S®NC Community partner, you benefit from reliable support for your devices: With R&S®NC Support Access, you receive personal manufacturer support for your registered device via portal and phone (10/5, best effort), as well as current security updates for secure operation. Services are available from the moment of registration, while the official term only begins in the following quarter – allowing you to benefit from up to 90 days of additional usage at no extra cost, depending on the registration date. For fast service access when needed, it is recommended to register R&S®NC Support Access directly during deployment at your customer's site. Via the registration portal, you can centrally manage all registrations and maintain an overview of your devices' support access and upcoming renewals at all times.

Note: All LANCOM devices delivered to partners before July 1, 2026, will continue to receive free manufacturer support until June 30, 2028 – i.e. for an additional two years – provided they have not yet reached [End of Life status](#). No R&S®NC Support Access registration is required during this transition period. Further information can be found in the [FAQs on manufacturer support for partners](#).

- ▶ Personal, technical manufacturer support (portal and phone, best effort) for one R&S®LANCOM device – exclusively for partners
- ▶ 10/5 service hours from Monday to Friday from 8 a.m. to 6 p.m. (CET)
- ▶ Security updates for reliable, secure device operation during runtime
- ▶ Term-based for 1, 3, or 5 years for all device types, renewable until the End of Life of the device by re-registration
- ▶ Immediate usability upon registration with the term calculation starting at the beginning of the next quarter

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Personal, technical support directly from the manufacturer – exclusively for partners

Do you need assistance with hardware issues, configurations, or information requests? To avoid delays in case of support, we recommend to register R&S®NC Support Access already during device commissioning. Our support team from Germany and Europe is available during service hours (8 a.m. to 6 p.m. CET on weekdays) with 10/5 availability, providing practical assistance – both for your own projects and to support your customers. Regardless of device type and partner status, a uniform best-effort SLA applies, with operational and network disruptions prioritized based on your input. You can conveniently contact us via the support portal (for all inquiries) or by phone (for service incidents and follow-up questions) for direct access to in-depth manufacturer expertise.

Up to 90 days of bonus usage

Your purchased R&S®NC Support Access license becomes active immediately after successful registration and can be used right away. However, the term calculation (1, 3, or 5 years) always begins at the start of the next quarter. Depending on your registration timing, you receive up to 90 days of bonus usage at no additional cost. Thanks to quarterly terms, renewals are much easier to manage. Instead of many individual dates, there are only four fixed points per year at which you can review and extend your R&S®NC Support Access licenses if needed. This ensures better transparency and significantly reduces administrative effort.

R&S®NC Support Access is available throughout all [lifecycle phases](#) of a device until End of Life and can be flexibly extended.

Flexible service expansion at any time

With R&S®NC Support Access, you remain flexible even as requirements change: If needed, you can easily switch to R&S®NC Support Direct variants (formerly LANcare Direct) offering services such as 24/7 availability, differentiated service levels, or defined initial response times. For large-scale projects with 500 devices or more, R&S®NC Support Premium (formerly LANcare Premium) is also available. This ensures that your service offering remains scalable and always aligned with your projects and customer requirements.

Feel free to select the appropriate [R&S®NC Support & Replacement products](#) (formerly LANcare) from our portfolio using the practical [comparison table](#).

High planning reliability with security updates

Plan ahead and benefit from comprehensive protection for all devices to ensure reliable business operations, especially in long-term projects. This includes access to security updates of the respective operating system to keep your registered device continuously up to date with the latest security standards.

For more information on software maintenance and the product lifecycle of your device, please visit the [Lifecycle Management website](#).

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Conditions

- ▶ The service hours of 8 a.m. to 6 p.m. (CET) on business days do not include regional holidays in Wuersele, Germany.
- ▶ R&S®NC Support Access can be registered at any time and is renewable until the End of Life of the device.
- ▶ The term calculation starts on January 1, April 1, July 1, or October 1 of each year, regardless of the day of the week.
- ▶ The device which is to be covered by R&S®NC Support Access must be fully functional and free of problems at the time of registration.
- ▶ R&S®NC Support Access is bound to a specific device (serial number) and is not transferable, except in the case of defect handling.
- ▶ To use R&S®NC Support Access with a R&S®LANCOM Unified Firewall, it must be operated with the Basic or Full license. For this reason, we recommend registering both products at the same time.
- ▶ When operating multiple devices as an HA cluster, a R&S®NC Support Access is required for each individual device in the cluster.
- ▶ An upgrade to R&S®NC Support Direct oder Premium (formerly LANcare Direct / Premium) is possible at any time.
- ▶ A downgrade from R&S®NC Support Direct oder Premium (formerly LANcare Direct / Premium) is only possible after the respective term has expired.

The service and support conditions valid as of July 1, 2026, available at <https://rs-nc.rohde-schwarz.com/fileadmin/pdf/LCS/ServiceSupportConditions/Rohde-Schwarz-Networks-and-Cybersecurity-GmbH-Service-and-Support-Conditions-20260701.pdf>, apply.

Supported devices

R&S®NC Support Access is available for all R&S®LANCOM devices regardless of their service category with the exception of R&S®AirLancer products and accessories.

R&S®NC SUPPORT ACCESS

Item	Item no.
R&S®NC Support Access (1 Year)	10804
R&S®NC Support Access (3 Years)	10805
R&S®NC Support Access (5 Years)	10806

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