

Direct 24/7 support, security updates, and advance replacement

R&S®NC SUPPORT

Direct Advanced 24/7

Do you need maximum network availability, assured business continuity, and round-the-clock support for R&S®LANCOM network components? This is exactly where [R&S®NC Support Direct Advanced 24/7](#) comes in: Registered with a device from the very beginning, our network experts will help you within max. 30 minutes if you report massive operational disruptions by telephone – 365 days a year, 24 hours a day. To ensure that the entire IT infrastructure is sustainably protected against cyber risks and always complies with the latest security standards, security updates are continuously available. The included advance replacement with next business day delivery of a replacement device offers you additional protection and minimal downtime in the event of a hardware defect.

- ▶ Shorter downtimes due to advance replacement in the event of a hardware defect with delivery on the next business day
- ▶ Direct manufacturer support with 10/5 availability and additional 24/7 emergency hotline for all R&S®LANCOM devices
- ▶ Guaranteed first response time of max. 30 minutes for reporting massive operational disruptions by telephone (priority 1) *
- ▶ Service hours from Monday to Friday from 8 a.m. to 6 p.m. (CET) with an first response time of max. four hours for concerns outside of massive operational disruptions (priority 2) *
- ▶ Security updates for reliable, secure device operation during runtime
- ▶ Term-based for 1, 3, or 5 years and available as S, M, L, and XL variants depending on device type, renewable up to 5 years by re-registration
- ▶ Registration within the first three months after purchase of the R&S®LANCOM device

* For detailed information on priority levels incl. response times and availability, please refer to the R&S®NC Support manual or the product website.

R&S®NC SUPPORT DIRECT ADVANCED 24/7

24/7 emergency hotline incl. prioritization directly from the manufacturer

In an emergency, every minute counts: so call us in the event of massive operational disruptions of the registered device. Our experienced staff will provide you with advice and assistance within just 30 minutes – for 24 hours, 365 days a year – regardless of the [Lifecycle Management](#) phase the R&S®LANCOM device is in. The disruption will be resolved as quickly as possible thanks to prioritized handling of your concern, including an automatic callback guarantee, so that your services are immediately ready for operation again.

For optimal cooperation, we recommend participation in the [Rohde & Schwarz Networks and Cybersecurity Specialist Workshop](#).

Service times with guaranteed first response times

Do you have hardware problems, configuration or information requests for which you need our support? Our experts will help you during service hours from 8 a.m. to 6 p.m. (CET) on business days (10/5). We handle your support case with an first response time of max. four hours.

High planning reliability with security updates

Plan ahead and benefit from full protection for all R&S®LANCOM devices to ensure reliable business operations, especially in long-term projects. This includes free security updates of the respective operating system to ensure that the registered device is always running at the highest level of security.

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

Fast advance replacement including delivery on the next business day

By purchasing products from Rohde & Schwarz Networks and Cybersecurity, you are choosing reliable and durable products, but failures and malfunctions do occur sometimes. With R&S®NC Support Direct Advanced 24/7, you reduce the downtime of network downtime to a minimum and benefit from an advance replacement of the device for which R&S®NC Support Direct Advanced 24/7 has been registered for the selected term. If you report a support case by 2 p.m. (CET), you will receive a replacement device by the next business day. This means that your network will be fully operational again within the shortest possible time.

Conditions

- ▶ The service hours of 8 a.m. to 6 p.m. (CET) on business days do not include regional holidays in Wuersele, Germany.
- ▶ Registration for R&S®NC Support Direct Advanced 24/7 must take place within the first three months after purchase of the LANCOM device and is renewable to a maximum of five years. After five years, Rohde & Schwarz Networks and Cybersecurity continues to offer [R&S®NC Support Direct 24/7](#) or [10/5](#).
- ▶ The R&S®LANCOM device which is to be covered by R&S®NC Support Direct Advanced 24/7 must be fully functional and free of problems at the time of registration.
- ▶ R&S®NC Support Direct Advanced 24/7 is bound to a specific device (serial number) and is not transferable.
- ▶ To use R&S®NC Support Direct Advanced 24/7 with a R&S®LANCOM Unified Firewall, it must be operated with the R&S®LANCOM Basic or Full license. For this reason, we recommend registering both products at the same time.
- ▶ Multiple R&S®LANCOM Unified Firewalls in an HA cluster require only one registration of R&S®NC Support Direct Advanced 24/7 for all devices, provided that only the technical manufacturer support is required. If you want to have the possibility of NBD advance replacement for all devices, you need to register each individual device with R&S®NC Support Direct Advanced 24/7.

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- ▶ Multiple R&S®LANCOM SD-WAN gateways / routers in an HA cluster as well as multiple R&S®LANCOM switches in a stacked network require a registration of R&S®NC Support Direct Advanced 24/7 for each individual device.
- ▶ The service and support conditions valid as of August 15, 2025, available at www.lancom-systems.com/pdf/LCS/ServiceSupportConditions/LANCOM-Systems-GmbH-Service-and-Support-Conditions-20250815.pdf, apply.

Advance replacement conditions

- ▶ The advance replacement applies within the EU. In metropolitan areas and if your R&S®LANCOM device fails, you will receive the replacement device on the next business day. In rare cases, delivery outside of the metropolitan areas may be postponed to the following business day. For information about the terms and conditions in your country, please contact your local distributor. Outside the EU, Rohde & Schwarz Networks and Cybersecurity offers [R&S®NC Support Direct 24/7](#) or [10/5](#).
- ▶ Rohde & Schwarz Networks and Cybersecurity will have the defective device picked up by a courier service. Shipping is free of charge for you.
- ▶ RMA notification is possible at any time via the [Rohde & Schwarz Networks and Cybersecurity RMA form](#) or by telephone on weekdays (Monday to Friday, 9 a.m. to 5 p.m. (CET) at +49 (0) 2405 / 49 93 6-210). An advance replacement by the next business day is only possible if the notification of the support case and the dispatch of the replacement device does not fall on a public holiday (Registration until 2 p.m. (CET)).

Parcels cannot be sent on the following days:

Fixed days per year: Jan 1st New Year's Day, May 1st Labor Day, Oct 3rd German Unification Day, Nov 1st All Saints' Day, Dec 24th Christmas Eve, Dec 25th 1st Christmas Day, Dec 26th 2nd Christmas Day, Dec 31st New Year's Eve

Variable days: Rose Monday, Good Friday, Easter Monday, Ascension Day, Whit Monday, Corpus Christi

For more information about the estimated delivery time to your region (e. g. islands), please visit the [website of the parcel service provider](#).

Supported devices

R&S®NC Support Direct Advanced 24/7 is available for terms of 1, 3, or 5 years for all R&S®LANCOM devices except R&S®LANCOM unmanaged switches, R&S®AirLancer products, and accessories. The service category of your device can be found in the respective data sheet.

R&S®NC SUPPORT DIRECT ADVANCED 24/7

Item numbers	Item no.
R&S®NC Support Direct Advanced 24/7 - S (1 Year)	10776
R&S®NC Support Direct Advanced 24/7 - S (3 Years)	10777
R&S®NC Support Direct Advanced 24/7 - S (5 Years)	10778
R&S®NC Support Direct Advanced 24/7 - M (1 Year)	10779
R&S®NC Support Direct Advanced 24/7 - M (3 Years)	10780
R&S®NC Support Direct Advanced 24/7 - M (5 Years)	10781
R&S®NC Support Direct Advanced 24/7 - L (1 Year)	10782
R&S®NC Support Direct Advanced 24/7 - L (3 Years)	10783
R&S®NC Support Direct Advanced 24/7 - L (5 Years)	10784
R&S®NC Support Direct Advanced 24/7 - XL (1 Year)	10785
R&S®NC Support Direct Advanced 24/7 - XL (3 Years)	10786
R&S®NC Support Direct Advanced 24/7 - XL (5 Years)	10787
R&S®NC Support Direct Advanced 24/7 - XXL (1 Year)	10797
R&S®NC Support Direct Advanced 24/7 - XXL (3 Years)	10798

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