

Our team of technical support engineers and robust online resources help you gain the most from your Opengear solution

Opengear's Premium Technical Support provides your IT organization with access to expert assistance with Service Level Agreements (SLAs) guaranteed. With our premium technical support, you can consult with us regarding configurations and product versions that best suit your needs. Customers with over 500 appliances under a premium support contract will be assigned a dedicated support representative for their convenience.

Benefits

- **Peace of mind:** Access specialized technical expertise when you need it.
- **Improved staff productivity:** Spend more time on priorities, not on network upgrades or installation issues.
- **Better operational efficiency:** Leverage Opengear's out of band expertise and best practices to avoid learning another device or CLI.

Service components

- **24 x 7 access** to specialized live technical experts via email or phone for remote diagnosis, troubleshooting, configuration changes, best practices, and issue resolution.
- **Designated technical support lead** for accounts over 500 Opengear appliances under Premium Technical Support contract.
- **Service Level Agreements (SLAs)** for hardware and software.



How to Purchase Premium Technical Support

Choose a plan that suits your needs with Opengear's premium technical support available for 1-year and 3-year subscriptions. These subscriptions are exclusively for Opengear products under warranty, and with an active Lighthouse® subscription, you can maximize the benefits of Premium Support Services for Lighthouse® software.

How to reach our Premium Technical Support team

24/7 Premium Technical Support Phone: +1 (385) 217 9270

Customer portal: <https://portal.opengear.com/s/>

Email: support@opengear.com

Premium Technical Support hours: 24hrs/7days week for phone and email support.

Service Level Agreement: Provided upon request.

Contact Us or Schedule a Demo

If you are interested in the Opengear Smart OOB™ solution, have a question, or would like a product demo, please contact your local Opengear partner, or contact us directly at the links below:

<https://opengear.com/contact-us/>

<https://opengear.com/schedule-demo/>