



## ELFIQ LinkCare Plans

Every day, your employees rely on network connectivity to access business critical services and applications to get their work done. With that in mind, downtime now ranks among the top source of lost productivity for businesses worldwide.

ELFIQ by Adaptiv Networks optimizes business productivity by protecting your employees against downtime and improving the performance of their cloud-based and on-premise applications. Maintenance & Support Plans help customers maximize their ELFIQ investment by offering enhanced visibility and around the clock access to the certified professionals on our world-class Adaptiv Networks support team.

### What you get with your LinkCare Plan

#### 24/7 Support<sup>1</sup>

With three support and operations offices across the globe, Adaptiv Networks can assist you in your time zone, when you need it.

#### Actionable Information

With easy-to-use reports and dashboards, pinpoint the source of performance issues, and identify cost savings opportunities.

#### Professional Services

Our team of experts is there to help make sense of your network data, and to make sure that you get the most of your ELFIQ solution.



## ELFIQ by Adaptiv Networks

Don't find yourself out of coverage when you most need it. Stay connected and save.

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## Stay Connected and Save

With so much hanging in the balance, it's important to have access to the assistance you need to tackle any network issues as they arise, when you need it, and to keep your ELFIQ solution up to date with the latest software version. To reinforce our commitment to keeping your business connected and productive, Adaptiv Networks has introduced a special hardware upgrade program for clients under maintenance and support.

- Keep your ELFIQ product under Standard Maintenance for 36 months, and your next hardware purchase will be **15% off list price**.
- Upgrade to Gold Maintenance for at least one year, and we'll take **25% off list price**.

Your network requirements may change, and this program is designed to let you choose any active ELFIQ hardware platform of your choice.

## LinkCare Maintenance & Support Plans

Maximizing network uptime is our team's top priority. Whether you need occasional support or around the clock access to a support engineer, our operations team has a maintenance plan that meets the technical and business requirements of your organization.

**Basic - Set and Forget**  
Stay up to date with the latest firmware

**Standard - Deeper Dive**  
Leverage data to improve your network

**Gold - Peace of Mind**  
Let Adaptiv help optimize your network

### LinkCare Plans

### BASIC STANDARD GOLD

|   | BASIC | STANDARD | GOLD    |
|---|-------|----------|---------|
| 24/7 Support Center Access <sup>1</sup>                               | •     | •        | •       |
| Online access to inventory, configuration and provisioning on Central | •     | •        | •       |
| Online access to firmware releases <sup>3</sup>                       | •     | •        | •       |
| Online access to technical documentation and help                     | •     | •        | •       |
| 45 Days Free Access to AppOptimizer for Application Control           | •     | •        | •       |
| Hardware Upgrade Loyalty Discount                                     |       | 15%      | 25%     |
| Advanced Hardware Replacement   |       | •        | •       |
| Primary Link Migration (one per year)                                 |       | •        | •       |
| Network health dashboard and reporting <sup>10</sup>                  |       | •        | •       |
| Network diagnostics reports <sup>10</sup>                             |       | •        | •       |
| Reporting data retention <sup>10</sup>                                |       | 1 Week   | 1 Month |
| ELFIQ configuration refresh <sup>4</sup>                              |       |          | •       |
| Application Reporting <sup>5 10</sup>                                 |       |          | •       |
| Network assessment call <sup>6</sup>                                  |       |          | •       |
| Managed Firmware upgrade by ELFIQ support team <sup>7</sup>           |       |          | •       |
| Electrical power incident warranty <sup>8</sup>                       |       |          | •       |

**All hardware products come with 12-month Hardware Warranty<sup>9</sup>**

## ELFIQ Support Centre

Your organization can enjoy unlimited access to the ELFIQ Support Center to assist with any question related to our solutions. This includes: access to ELFIQ experts by phone and online, configuration assistance, diagnostics of network problems and remote minor configuration changes of your ELFIQ unit.

## Managed ELFIQ Services

Certain interventions like firmware updates or primary link migrations, can be performed by ELFIQ specialists based on the selected support plan on a customer's ELFIQ unit.

## ELFIQ AppOptimizer

Prioritize, limit or block specific applications to improve performance, or to implement corporate policies across your network. Get to experience this powerful product for free with every LinkCare plan.

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<sup>1</sup> 24/7 Support is currently being rolled-out throughout the second half of 2020. 24H weekday support is expected by end of November 2020, with full roll-out expected by late December 2020.

<sup>2</sup> LinkCare Program hardware discounts cannot be combined with other special or promotional pricing.

<sup>3</sup> Available on all current models. Availability on End sale models based on Adaptiv Networks policies.

<sup>4</sup> The configuration refresh will be performed upon renewal for 12-month plans, and on the 13th and 25th month for 36-month plans.

<sup>5</sup> Application reporting is powered by ELFIQ AppOptimizer. To leverage application traffic shaping, an subscription is required.

<sup>6</sup> The network assessment call will be performed during the third quarter of the plan; an ELFIQ support specialist will interpret the various reports on a live call, and provide recommendations to the end-user or partner.

<sup>7</sup> Managed firmware upgrades by the ELFIQ support team is limited to one upgrade per release.

<sup>8</sup> Power Incident Warranty does not cover improper use, accidents, abuse, fire or natural disaster incidents. Only electrical-based incidents are covered. Limit: one replacement per year.

<sup>9</sup> It is mandatory to ensure that the Link Balancer unit is connected to surge-protection equipment for input power and carrier links in order to be eligible for the ELFIQ hardware warranty.

<sup>10</sup> Reports and dashboards expected to be released throughout 2020 and early 2021.

