



MASTERCARE HIGHLIGHTS

- 24x7 access to award-winning technical support from SSPA-certified NETSCOUT® support engineers*
- One hour priority response on technical support calls
- Access to software and firmware updates for covered products
- Increased investment protection with advanced replacement of hardware
- Registered access to self-help on the MasterCare Portal for technical answers anytime
- Up-to-date knowledge transfer and best practices via instructor-led workshops and on demand training via NETSCOUT's Online Learning Center
- Free subscriptions to the MasterCare newsletter and bulletins
- 50% off unlimited registrations to NETSCOUT's User Forum conference

MasterCare

NETSCOUT's Award-Winning Global Support Service

Running a world-class network is demanding. So is keeping up with the latest patches and service packs or upgrading to the latest version so you are using the most advanced NETSCOUT product features. That is why NETSCOUT's support team is dedicated to providing award-winning service that supports the business objectives of our customers and maximizes the value of your investment in NETSCOUT® technology.

We know your network is essential to your business and therefore we endeavor to provide the highest level of technical support by combining world-class technical assistance, access to NETSCOUT software and firmware updates, and priority repair of NETSCOUT hardware.

Lowers Total Cost of Ownership

With MasterCare, you will minimize your downtime with total coverage of equipment, global 24x7 technical assistance and complete access to our valuable knowledge base and online training modules. In addition, you will receive software and firmware updates at no charge for as long as your MasterCare contract is in force.

NETSCOUT's MasterCare Support services are provided from five Technical Support Centers located around the globe for extensive technical support coverage. They are staffed with qualified support engineers who are extensively and continuously trained and certified on our products and technology and committed to quality and customer satisfaction.

MasterCare Support lowers your total cost of ownership by:

- Helping you get the most value out of your NETSCOUT deployment with fast response to technical support issues, access to product experts, and online self-help tools.
- Reducing downtime with advanced replacement of NETSCOUT appliances.
- Protecting your investment and keeping you up to date with regular product releases.
- Monitoring and responding to your changing needs and requirements by continuously soliciting customer feedback for use in product planning and process and quality improvements.

MasterCare Portal

The MasterCare Portal was created to build the skill level and “everyday know-how” of our users and offers many features to help you work more efficiently. It is available 24x7 and offers a vast array of information, resources, and self-help tools, including:

- Online submission and tracking of support tickets and product enhancement requests.
- Download center for NETSCOUT software and firmware, and third-party integration resources, as well as enhancements, experts, decodes, and patches.
- Complete library of product documentation and online help including comprehensive information on configuring, customizing, using, and migrating products.
- White papers, technical overviews, and product videos providing background information on new product features and best practices.

- Repository of NETSCOUT University recorded learning modules offering additional insight into effective product use and your options for classroom training.
- Frequently Asked Questions.

NETSCOUT University Learning Community

As a MasterCare customer, you have unlimited access to the NETSCOUT University Learning Community, which offers a comprehensive library of interactive learning modules and documentation designed to give you the knowledge and skills you need to better deploy and utilize the NETSCOUT solution. Materials include:

- “What’s New” summaries for product releases.
- “Getting Started” guides for new product users.
- Technical overview documents and tutorials for self-paced learning.

- Product manuals for quick reference.
- Technical white papers for detailed feature explanations.
- Access to instructor-led workshops located at www.netscout.com/netscout-university-calendar.

Learn More

To find out more about NETSCOUT’s MasterCare Support, contact NETSCOUT at 1-800-357-7666 or email sales@netscout.com.

NETSCOUT Customers Are Happy Customers

- Nine-time winner of the Omega NorthFace Score Board Award for Excellence in Customer Satisfaction.
- Wells Fargo Continuously Innovative Award.
- Frost & Sullivan award for Customer Value Enhancement.

Service-Level Guidelines

	Description	Response Time
Severity 1	NETSCOUT product completely down with no workaround	1 hour or less. ¹ Daily follow up
Severity 2	Functional outage with no workaround	1 hour or less. ² Follow up 2x per week
Severity 3	Functional or system outage with acceptable workaround	1 hour or less. ² Follow up as required
Severity 4	Minor problem such as cosmetic or simple workaround; product question or general information request	1 hour or less. ² Follow up as required
Severity 5	Enhancement request	5 business days. Follow up as required

¹ After NETSCOUT Normal Business Hours available only via phone.

² During NETSCOUT Normal Business Hours.

* Technical telephone support is provided 24x7 for Severity 1 issues reported through NETSCOUT’s telephone hotline. For non-Severity 1 issues, support is available Monday through Friday, excluding local public holidays, 8:00 a.m. – 5:00 p.m., local time of the assigned NETSCOUT technical support center (“Normal Business Hours”). All non-Severity 1 issues received outside of Normal Business Hours will be returned next business day.

Escalation Process

	Primary Support	Second Level Support	Product Specialists	Engineering
Severity 1	Immediate	Immediate	1 Day	Until Resolution
Severity 2	5 Days	5 Days	10 Days	Until Resolution
Severity 3	5 Days	Until Resolution		
Severity 4	10 Days	Until Resolution		



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NETSCOUT offers sales, support, and services in over 32 countries. Global addresses, and international numbers are listed on the NETSCOUT website at: www.netscout.com/company/contact-us