

Gold Membership for the OneTouch™ AT Network Assistant

3-YEAR GOLD MEMBERSHIP

Provides a 10% discount off current Gold pricing along with 3-year price protection. On average customers can save up to 19% over 3-years by taking advantage of the 3-year Gold Membership option.



Gold Membership is Fluke Networks' comprehensive maintenance and support program. As a Gold member, you are entitled to the advanced technical support you need to fully troubleshoot the complexities of your network and your OneTouch AT will always be up-to-date with the latest software releases and MIB updates.

Gold = Total Value

The economic case for Gold Membership is clear. Compare the cost of Gold to the cost of the individual services it replaces.

Typical repair service	\$1,350
Loaner unit - 2 week rental	\$800
Software and firmware upgrades	\$500
24/7 technical support per call (\$199 per call/4 calls/year)	\$796
Accessory replacement	\$500
Annual Average Value	\$3,946

Benefits	Gold Membership	Non-Gold Member
OneTouch AT Cloud Service™	Unlimited Sessions	Single Session
Software and Firmware upgrades	✓	
Live technical support and exclusive phone dial-in number	✓	
FREE Repair with "first in bench" priority turnaround service	✓	
Loaner Equipment Service*	✓	
FREE Accessory Replacements**	✓	
Member Only Promotions	✓	
Access to Live Technical Support Team	Web, Email and Phone	Web and Email
Response Time from Technical Support	<2 hours	<24 hours
Customer Support - Phone and Email	24x7x365	7am-5pm (Pacific Time)
Primary Case Handling	Technical Support Engineer	Customer Service Agent
Knowledge Base Access	✓	✓
Online Training Videos	✓	✓

*Available in certain geographies

**Applies to accessories in the original product purchase

Access to Premium OneTouch AT cloud services for unlimited analysis and performance analytics

As a valued Gold member, you can store and analyze unlimited trending sessions and optimize your network performance to gain higher efficiencies than your competitors!

Gold members can use their Fluke Networks MyAccount ID to log in to OneTouchAt.com and get premium access to the cloud. The premium access allows automated cloud based results trending and performance analytics to troubleshoot intermittent client problems from anywhere using a web connected device and a browser. With the premium access you can trend by application by attribute for multiple sessions across multiple units. In addition this premium vcloud service provides anytime, anywhere analysis using an internet-connected tablet or PC.

Loaner Units from Fluke Networks

During repair, Fluke Networks will provide you with a OneTouch AT loaner, free-of-charge. Use this loaner unit until your own OneTouch AT is returned – all shipping will be paid by Fluke Networks. Compare this to renting a OneTouch AT for two weeks at an average of \$800.

Unlimited No-Hassle Repair Service

If your OneTouch AT needs repair, it will be handled via our priority repair service. Simply place your OneTouch AT unit into the shipping container your loaner unit will arrive in. A return shipping label with all shipping covered by Fluke Networks is provided. During repair, we will also replace or repair any accessories you received with your OneTouch AT that may have become defective or faulty. Gold could save you \$1,350, the cost of a typical repair, and an additional \$350 on average if accessories are found defective or faulty.

Software Upgrades and MIB Updates

Your OneTouch AT will never be out of date. You'll receive access to all software upgrades, giving you the latest functionality, improving technical efficiency and troubleshooting. Upgrades also include Management Information Base (MIB) library updates, allowing your OneTouch AT to see changes to your network as infrastructure firmware updates are applied. Software upgrades are released multiple times throughout the year and are only available to Gold Members.

24x7 Technical Support

Extend the expertise of your staff. Gold Membership includes direct, immediate telephone access via members-only phone numbers to our world-class Technical Assistance Centers (TAC), direct access available only to Gold Members. Our centers in Eindhoven, NL and Seattle, WA employ a full staff of highly trained technical experts that are on call, including weekends and through the night when most network changes are implemented, to answer your complex troubleshooting questions, help you interpret the results and get the most out of your OneTouch AT. Non-Gold Members are charged \$199 (USD) per incident for priority TAC access.

Accessory Replacement

Some accessory parts are essential to your OneTouch AT. The normal warranty on accessories is 90 days, but parts and accessories that ship with your unit, including the OneTouch AT battery, will be replaced free of charge with Gold Support once qualified as defective by our technical assistance center. With an average value of \$500, Gold saves you a significant expense if your battery or other accessory should fail.

“Member Only” Discounts and Promotions

Special discounts are offered to Gold members on new products, enhancements and reconditioned equipment.

Mainframe + 1-Year Gold Membership	
1T-1000/GLD	OneTouch AT G1 Network Assistant Ethernet Tester, plus 1 year of Gold Membership (available in the United States only)
1TG2-1500/GLD	OneTouch AT G2 Network Assistant for Ethernet plus 1 year of Gold Membership (available in the United States only)
1TG2-1500W/GLD	OneTouch AT G2 Network Assistant for Wi-Fi, plus 1 year of Gold Membership (available in the United States only)
1TG2-3000/GLD	OneTouch AT G2 Network Assistant for Ethernet and Wi-Fi, plus 1 year of Gold Membership (available in the United States only)

Mainframe/Option	1-Year Gold	3-Year Gold
1T-1000 – OneTouch AT G1 Network Assistant with the Copper/Fiber LAN option	GLD-1T1000	GLD3-1T1000
1TG2-1500 – OneTouch AT G2 Network Assistant for Ethernet	GLD-1TG21500	GLD3-1TG21500
1TG2-1500W – OneTouch AT G2 Network Assistant for Wi-Fi	GLD-1TG21500W	GLD3-1TG21500W
1TG2-3000 – OneTouch AT G2 Network Assistant for Ethernet and Wi-Fi	GLD-1TG23000	GLD3-1TG23000

For more information about our gold solutions visit <http://www.flukenetworks.com/gold>
 Call 800-283-5853 (US/Canada) or 425-446-4519 (Other locations) or email info@flukenetworks.com

Fluke Networks’ Gold Membership may not be available in all countries. Please confirm with your Fluke Networks representative before purchase. Full terms and conditions can be viewed at <http://www.flukenetworks.com/gold>



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