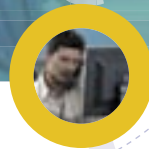
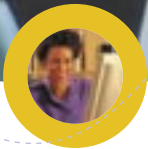


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BY WICK HILL

access
access
management
management
performance
performance
security
security

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Customer Care from Allot



The constant changes in the world of communications mean you need to be up-to-date all the time. The dynamics of the Internet, protocols and internal/external security threats all affect your network. Around the clock support is essential.

Allot and its partners and resellers constantly listen to customers and their needs. They are committed to providing the services and support that all customers demand and deserve. Renowned for its top-level customer care, Allot support is provided by a team of dedicated, expert engineers located around the globe, speaking your language and providing the service, support and care you need to keep ahead.

Allot's customer care services are provided through Platinum and Gold Maintenance and Support Contracts which offer optimal, 24/7 customer service, guaranteeing your hardware, firmware and software at all times.



Allot Support Home Page - introducing a wealth of information to support Allot equipment

“...I must say that the service is great, impeccable. I am pleased with the support shown... Great product and excellent service!!!”

Ruben Galea, CEO, IT&T Ltd., Malta

“The customer support we have received has been outstanding! We work with many leading vendors..., and while they may provide excellent products, not all of them provide excellent support. And I would put the Allot Technical Support one above all of them!”

Perry M. Drayfahl,
Director of Technical Resources, ITS Department, Widener University, USA

Customer Care from Allot



support@allot.com

Platinum and Gold Maintenance and Support Contracts

Allot offers both Platinum and Gold Maintenance and Support Contracts. The Platinum Contract covers hardware/firmware maintenance, support and software updates for 3 years, while the Gold Contract offers the same services for 1 year.

A Single Call Away

Allot's round-the-world support service is a single call away via email, telephone or web. Offering accessibility to more than 40 top DPI engineers collaborating over a single knowledge base and infrastructure, it follows the sun around the globe. This enables the provision of continuous, 24-hour handling of support incidents, and includes a simple 3-tier escalation path to R&D, ensuring that all customer problems and queries are handled and solved promptly.

Immediate Response to Calls for Help

Have any technical or technology questions related to the operation or service of an Allot product? Looking for new features or a beta release? Need assistance with hardware or software while installing or running Allot equipment? All of these and much more receive immediate response and are covered by Allot's maintenance and support programs.

Access to a Wealth of Information

Allot's maintenance and support programs offer secure access and a seamless interface to Allot's Customer Relationship Management (CRM) and knowledge base systems. Facilitating more efficient customer support and ensuring that customers get the most out of their Allot products, these systems contain a wealth of information, including:

- Technical knowledge base with thousands of items that assist in the operation of Allot products
- Sharing of problems and solutions for self-troubleshooting
- Tips, solutions and more
- Access to a library of FAQs
- Software and product documentation downloads and online updates
- Software keys for registered products
- Training schedules, content, tutorials and computer-based training
- Registration, follow-up and online updates concerning support incidents



Easy search facility to record, locate and track incidents



Powerful search engine to find information in the extensive technical knowledge base

About Allot Communications

Allot Communications (NASDAQ: ALLT) is a leading provider of intelligent IP service optimization solutions. Designed for carriers, service providers and enterprises, Allot solutions apply deep packet inspection (DPI) technology to transform broadband pipes into smart networks. This creates the visibility and control vital to manage applications, services and subscribers, guarantee quality of service (QoS), contain operating costs and maximize revenue. Allot believes in listening to customers and provides them access to its global network of visionaries, innovators and support engineers.

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