

NETGEAR Fastlane Service

Custom, high-touch support designed for your organization

NETGEAR Fastlane Service is our most advanced support offering, designed for organizations that need a support experience tailored to their specific operational priorities. Delivered as a Professional Services engagement, Fastlane builds on the strong foundation of Overdrive and goes further, giving customers the flexibility to shape their own support relationship through options that deepen expertise, accelerate response times, and strengthen strategic partnership.

Fastlane provides direct access to NETGEAR's senior engineering resources, including Level 3 experts when needed. This ensures that complex network behaviors, AV-over-IP challenges and advanced infrastructure questions are resolved quickly and accurately. Customers gain the reassurance that their most demanding technical issues will receive immediate attention from the engineers who know the technology best.

Because Fastlane is tailored, customers can incorporate additional premium elements based on their environment and needs. One example is a designated or dedicated engineer who develops deep familiarity with the customer's deployment, bringing continuity to every support interaction, accelerating problem resolution, and building a trusted technical relationship over time.

Fastlane can also include priority access channels such as a dedicated hotline or direct escalation paths, giving teams a faster and more predictable way to

reach expert help when timing is critical. For organizations where downtime is not an option, such as large venues, enterprise deployments, broadcast setups, government or education, this level of responsiveness isn't just valuable; it's essential.

To support ongoing operational insight, customers may request periodic reports, such as monthly summaries of case activity, network trends or recommended improvements. These insights help IT and AV teams strengthen reliability, identify patterns early and make informed decisions about future planning.

One of Fastlane's key advantages is the ability to define stricter or customized service targets. NETGEAR works with customers to outline the response expectations, notification preferences and scheduling requirements that best fit the organization's workflow, ensuring the service experience integrates naturally with operational demands, project timelines and event schedules.

NETGEAR Fastlane transforms traditional support into a tailored, strategic engagement. Customers can define what the highest level of service looks like for their environment—whether that means elevated responsiveness, deeper technical involvement, enhanced visibility, or dedicated engineering attention. Fastlane adapts to each organization's priorities, delivering a premium, personalized support experience that grows and evolves with every deployment.