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ConstantCare



BEC ConstantCare Extended Warranty

BEC ConstantCare extended warranty service provides you with a high level of support & protection for your 4G/LTE device investments. Along with optional BECentral Proactive Cloud Management Suite, ConstantCare underscores our commitment to consistently anticipate and meet your service deployment needs. It also provides essential service elements available to you throughout a product's service life cycle. When you choose the ConstantCare Service Plan you will find that the cornerstone of our service is very simple--enabling to increase the return on your investment and extend the operations of your equipment.

Key Benefits of covering with ContantCare Extended Warranty:

Designed for carriers & managed service providers
Stay up-to-date with latest features and upgrades
Minimize down time due to device failure
Reduce troubleshooting time and support costs
Easy access to technical resources
Customer service that knows your network

BEC's ConstantCare Extended Warranty Service includes:

Express RMA and Advanced Replacement

While BEC warrants reliable products that are free from defects, occasionally failures do occur for various reasons. To minimize down time and service interruptions, BEC ConstantCare will repair or ship a replacement unit to the customer within one to three business day(s) from the time of report without waiting for the defected unit to be returned. For details about BEC's Warranty & RMA policy please visit <https://bectechnologies.net/rma>

Assigned Account Technical Support Engineer

A trained Technical Support Engineer will be assigned to manage all of your technical requests. The ConstantCare Representative will be trained to be familiar with your network, firmware and product needs.

Software upgrades, Fixes and Features enhancement

It is BEC's commitment for continuous innovation and development of new features to its products as the technology and markets advance. This service extends the life span of the LTE devices and ensures you have the latest functionality. Whenever there is a major release of software or firmware you will be notified via email of the latest software features and enhancements.

Guaranteed Trouble Response Time – 24 hours

ConstantCare offers a 24-hour Response Time Guaranteed for all support requests sent via email or through the BEC Support Ticketing system. Your request will be received immediately and attended by an assigned Technical or Customer Service Representative within 24 hours of the request.

BEC ConstantCare Extended Warranty Plan Comparison:

Standard

1 Year

TECHNICAL SUPPORT

Access to BEC Technical support via email, web or phone 8am to 5pm CST

Latest software/firmware releases

Product release notes

HARDWARE REPLACEMENT

Extended

2 Year

TECHNICAL SUPPORT

Access to BEC Technical support via email, web or phone 8am to 5pm CST

Latest software/firmware releases

Product release notes

Training Documentation Updates

Assigned Technical Support Engineer

HARDWARE REPLACEMENT

Extended

3 Year

TECHNICAL SUPPORT

Access to BEC Technical support via email, web or phone 8am to 5pm CST

Latest software/firmware releases

Product release notes

Training Documentation Updates

Assigned Technical Support Engineer

HARDWARE REPLACEMENT

Standard (5 Business Day)

Standard (5 Business Day)

Standard (5 Business Day)

Advanced (2-3 Business Day)

Advanced (2-3 Business Day)

Expedited (1 Business Day)

ENHANCED SUPPORT

ENHANCED SUPPORT

ENHANCED SUPPORT

Guaranteed 24-hour response time

Call us at 972.422.0877 or contact your sales representative for a quote on this service. For more information on BEC ConstantCare plans and availability, please see ConstantCare Extended Warranty Plan Brief.

[ConstantCare Extended Warranty Plan Brief](#)

Become a Partner

The BEC Preferred Partner Program is open exclusively to value-added resellers, systems integrators, technology consultants and IT solution providers.

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Latest BEC Case Study



Customer Success: West
Central Wireless
May 22, 2019

Customer Success: Lifeboat
Distribution
May 22, 2019

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