

NETGEAR Insight subscription enhancement and pricing update

Effective August 1, 2026

Q1. What is new with your NETGEAR Insight subscription?

Beginning August 1, 2026, NETGEAR is updating Insight subscription pricing for the first time since the platform launched in 2017. Every subscription now includes Sprint Support at no additional cost, along with continued investments in a redesigned Insight experience and AI-powered innovation. Existing customers will keep their current pricing until their next renewal.

Q2. Why is NETGEAR updating Insight pricing?

Over the past eight years, Insight has evolved into a more powerful cloud management platform with a redesigned interface, faster onboarding, AI-defined networking (in Beta), and Sprint Support included with every subscription. The updated pricing reflects these enhancements while simplifying licensing with one subscription and one renewal date.

Q3. What's included with every Insight subscription?

Every subscription includes Sprint Support with direct access to NETGEAR engineers (24/5 coverage and an 8-hour response SLA), the redesigned Insight management experience, ongoing cloud enhancements, and access to new AI-driven capabilities as they become available.

Q4. What's new in Insight?

Recent enhancements include a redesigned interface with faster navigation and simplified workflows, unified device management, AI-defined networking (in Beta) for automated topology creation, and a roadmap of AI-powered operations designed to simplify network management.

Q5. Can I upgrade my support?

Yes. Sprint Support is included with every subscription. Customers requiring faster response times can upgrade to Overdrive (24/7, 4-hour SLA) or Fastlane (24/7, 2-hour SLA with a dedicated engineer).

Tier comparison overview

Support features	Free (HW warranty)	Sprint	Overdrive	Fastlane
Hardware-only warranty coverage	✓	✓	✓	✓
Complimentary setup support	✓	✓	✓	✓
Ongoing AI-driven chat support	✓	✓	✓	✓
Direct access to support engineers		✓	✓	✓
Extended support hours		✓ (24/5)	✓ (24/7)	✓ (24/7)
Guaranteed response time (SLA)		8 hr	2 hr	✓ (custom)
Priority case handling			✓	✓
Fast-track escalation to senior engineers			✓ (L2)	✓ (L3)
Hardware replacement speed	Fast RMA	Advance replacement	Next business day	Custom
Scheduled support calls			✓	✓
Operational reports and insights			✓ (quarterly)	✓ (custom)
Designated or dedicated engineer				✓ (custom)
Custom workflows and SLAs				✓

Q6. What is the new subscription pricing?

New pricing takes effect August 1, 2026. One-year subscriptions are US\$64 per device annually, with savings of up to 40% on multi-year terms. All subscriptions include Sprint Support, and volume discounts are available for larger deployments.

Term	Customer price	Effective price / yr	Savings vs. monthly
Monthly	US\$6.67 / device / month (US\$80.04 / yr)	US\$80.04	Baseline
1-year	US\$64 / device / year	US\$64.00	Save 20%
3-year	US\$160 / device / 3 yrs	US\$53.33 / yr	Save 33%
5-year	US\$240 / device / 5 yrs	US\$48.00 / yr	Save 40%

Q7. How are existing customers affected?

Existing subscriptions remain at their current price until renewal. Customers renewing on or after August 1, 2026 automatically receive applicable term, volume, and loyalty discounts, helping reduce their effective renewal cost.

Q9. What is the MSP PAYU program?

Pay As You Use (PAYU) enables MSPs to pay only for active devices instead of purchasing licenses upfront. Contact your NETGEAR representative to learn more.

Q8. When does the new pricing apply?

New pricing applies only when a subscription renews on or after August 1, 2026. Mid-term subscriptions are not affected.

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