

CISCO® SERVICES

SMART NET WARRANTY & SUPPORT

Cisco Smart Net Total Care™ helps reduce downtime with flexible hardware coverage and an additional avenue of advanced support provided by the Cisco Technical Assistance Center (TAC). It also offers integrated smart capabilities, providing current information about your installed base, contracts, and security alerts.

Technical Service And Incident Management



- Flexible hardware replacement options (2 hour, 4 hour, or next business day)
- Operating system support and updates limits vulnerabilities and extends life
- Proactive device diagnostics and alerts to reduce incident resolution time
- 24x7 global access to Cisco's own experts, with option for on-site support

HARDWARE REPLACEMENT SERVICE LEVELS	DESCRIPTION
Support Essentials 8x5xNext Business Day	Next-business-day delivery, local business hours based on depot time, 5 days a week
Smart Net Total Care 24x7x2	2-hour response, 24 hours a day, 7 days per week, including holidays
Smart Net Total Care 24x7x4	4-hour response, 24 hours a day, 7 days a week, including holidays
Smart Net Total Care 8x5x4	4-hour response, local business hours based on depot time, 5 days a week
Smart Net Total Care 8x7xNext Calendar Day	Next-calendar-day delivery, local business hours based on depot time, 7 days a week
Smart Net Total Care 8x5xNext Business Day	Next-business-day delivery, local business hours based on depot time, 5 days a week
Smart Net Total Care without RMA	Software and installation-focused TAC support only, no RMA or other TAC support

The Importance Of Timely Smart Net Purchases

Due to newly enforced Cisco Reinstatement Policies, allowing your Smart Net support contracts to lapse or expire could prove costly. Cisco may impose fees to reinstate your support contracts if purchased more than 90 days after the product purchase, or more than 30 days after your renewal date. Additionally, if support has lapsed for 90 days or more, your devices may also be subject to Cisco inspection. The inspection process, performed on-site and requiring advance notice, varies depending on device complexity. The inspection determines whether or not the device is still eligible to be placed under a Cisco maintenance contract.

- Inspections and reinstatement fees apply to used/secondary-market equipment as well as lapsed contracts
- On-site inspections and reinstatement fees are the responsibility of the client, regardless of results