

CISCO SMARTNET SUPPORT AND CISCO SMARTNET ONSITE

GENERAL Q & A:

Q. What is Cisco® SMARTnet™ support?

A. Cisco Technical Support Services, such as SMARTnet support and SMARTnet Onsite support, offer leading-edge customer-solution services that provide enhancement and maintenance support resources during the operational lifetime of a Cisco network.

Q. What is included with the SMARTnet Support?

A. A standard Cisco SMARTnet Support contract includes:

- Software support on the licensed operating system software, such as Cisco IOS® Software or Catalyst® OS (CatOS), for covered Cisco products, including maintenance, minor, and major releases
- Around-the-clock access to Cisco Technical Assistance Center (TAC)
- Registered access to Cisco.com, which provides easy access to online technical information and service request management (*See more details on page 3*)
- Advance replacement of hardware parts depending on the need and coverage selected (*See Table 2, page 9 for more details*)

Q. Why should I purchase a Cisco SMARTnet Support contract if I already have a well-trained networking staff?

A. By covering your networking devices with a Cisco SMARTnet Support or Cisco SMARTnet Onsite contract, you can:

- Maximize network availability, reliability, and stability
- Reduce cost of network ownership by taking advantage of Cisco expertise, knowledge, and availability
- Increase return on investment (ROI) by having access to Cisco operating system software enhancements
- Resolve issues quickly and expedite time to repair with the right parts at the right time
- Improve management of internal expert resources at all locations
- Improve productivity and revenue per employee through access to a wide range of tools and technical support documentation that can increase self-sufficiency and technical knowledge

Q. Are Cisco SMARTnet Support and Cisco SMARTnet Onsite simply break/fix “insurance”?

A. Cisco SMARTnet Support and SMARTnet Onsite support offer much more than remedies for when something goes wrong. Only a small portion of the service requests (<5%) coming into the Cisco TAC deal with failures and defects. The majority of all service requests help customers handle complex network operation and management issues such as:

- Advanced software configuration
- Interoperability and upgrade questions
- Hardware and software information

In addition, Cisco SMARTnet Support and SMARTnet Onsite support helps you protect your network investments and minimize risks by:

- Keeping your company’s networking technology up to date with the latest software features and system improvements
- Supplementing your network support organization to ensure the availability of the knowledge and skills necessary to address rapidly changing technologies
- Providing access to knowledgeable resources and tools for rapid resolution of issues
- Eliminating the challenges of carrying replacement hardware in inventory and delivering hardware to remote sites by making replacement parts available when needed
- Ensuring trained field engineering resources are available to perform replacement services when and where needed

Q. What is the difference between Cisco SMARTnet Support and SMARTnet Onsite?

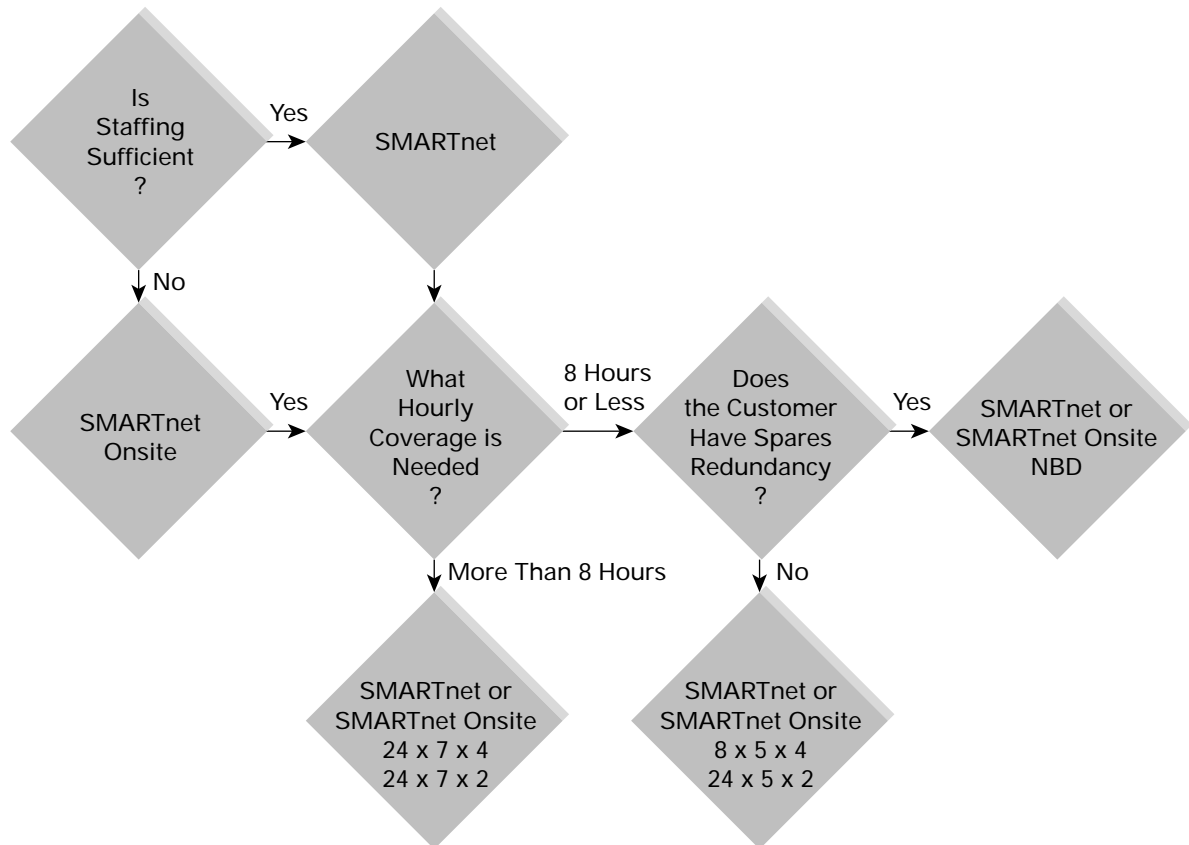
A. In addition to the Cisco SMARTnet elements, Cisco SMARTnet Onsite offers the added assurance of a trained Cisco field engineer who will be deployed to your business to install advance replacement hardware parts onsite. The same delivery options for Advance Replacement apply. The onsite field engineer will arrive within the preselected timeframe to install the equipment.

Q. How should I choose between Cisco SMARTnet Support and Cisco SMARTnet Onsite?

A. You should choose SMARTnet Onsite if:

- You have a network that is distributed over remote offices
- You do not have trained personnel readily available to react quickly to a network issue, as the SMARTnet Onsite program can help ensure rapid replacement of hardware
- You do not have the appropriate expert resources or have limited technical staff at a given site such as a remote site
- You have a shortage of spare parts or limited warehousing capacity
- You have limited or no network redundancy or alternate routing possibilities

Figure 1
Service Options—Determining the Right Version of SMARTnet



Q. How will registered access to Cisco.com help my company support our network?

A. Registered access to Cisco.com, the award-winning and industry-leading Cisco Web site, provides access to the same technical content and tools used by Cisco TAC engineers. Cisco.com is backed by the expertise of Cisco TAC engineers and provides a multitude of technical support documents, organized to help you quickly access the information you need, including technical tips, configuration guides, installation guides, case studies, and much more. In addition to productivity tools and software support, Cisco.com provides access to a suite of powerful troubleshooting tools. By using these online tools, you can research software features and compatibility, identify and track bugs, and receive customized analyses of show command output. The comprehensive product database resources, interactive tools, and a robust set of technical tools and products available on Cisco.com can increase your self-sufficiency, productivity, and empower you to solve problems faster. Registered access Cisco.com offers:

- Productivity and software support tools such as:
 - *Cisco Live*—a powerful suite of Internet-enabled tools with firewall-friendly features; these secure, encrypted Java applets can turn a simple phone call into an interactive collaboration session, allowing you and a Cisco TAC support engineer to work together more effectively
 - *Software Advisor*—this single, convenient interface helps you to address the common question, ‘*What Cisco IOS Software do I need?*’

- *Software Bug Toolkit*—helps you make informed decisions about which specific software versions to use. You can sign up to receive proactive bug notification, based on your network profile, which will inform you of software bugs that could impact your network
- *Interactive software management tools*—provides patch information and error notifications to help you address network issues more efficiently
- *Cisco IOS Software Planner*—helps you ensure that you are using the right software version for the job
- *Product Alert Tool*—allows you to set up a customer profile to receive e-mail updates about reliability, safety, network security, and end-of-sale issues for specified Cisco products
- *Internet Commerce tools*—allows you to purchase Cisco products and services, check order status, and use the enhanced Web-based configuration tool
- *Peer-to-peer Online Forums*—extends your access to peers in the industry and allows you to have technical discussions with engineers (many with CCIE® certification)
- Automated troubleshooting tools and support such as:
 - *TAC Case Collection*—allows you to interactively identify and troubleshoot common hardware, configuration, and performance issues

In addition, Cisco Web tools (TAC Web tools) resolve over 75 percent of customer technical issues to significantly improve time to resolution.

CISCO WARRANTY VS. CISCO SERVICE CONTACT Q & A:

Q. What is covered under the Cisco warranty?

A. With all Cisco products, Cisco guarantees the repair and/or replacement of any Cisco product found to be defective. Warranties are limited in both the duration and the support they offer and they do not include Cisco TAC support or software updates. Elements covered under a Cisco warranty include:

- *Hardware*—This guarantees that the piece of hardware will be free of defects in material and workmanship under normal use or it will be replaced by Cisco at no charge to the customer.
- *Software*—This guarantees that the physical media is free from defects or it will be replaced by Cisco at no charge to the customer. In addition, the warranty guarantees the software generally conforms to the published specifications for the product. The warranty is explicitly “as is” and no new releases are included.

Q. If I already have a Cisco warranty why do I need to buy SMARTnet Support during warranty duration?

A. There are significant differences between a Cisco warranty on a piece of equipment and a service contract covering that same piece of equipment. There are a variety of features and options such as Cisco IOS Software and TAC support available through service contracts which are not covered under Cisco warranties. Cisco SMARTnet Support and SMARTnet Onsite services provide more robust levels of support than what is available under a Cisco warranty. For most products, Cisco warranties are limited in duration (as detailed specifically by product type), whereas SMARTnet Support service programs can be purchased to deliver support and maintenance for a minimum of five years after first product shipment. Services available under a SMARTnet service contract that are not covered under a warranty include:

- Rapid replacement of hardware in next-business-day (NBD), four-hour, or two-hour dispatch options (restrictions apply, see Cisco SMARTnet data sheet for additional information)
- Continuous technical support through Cisco TAC

- Latest software updates
- Registered access to Cisco.com

As illustrated in Table 1, Cisco SMARTnet Support provides a much higher level of support than is available through Cisco warranties. Cisco warranties are good for 90 days or one year, depending on the product.

Table 1 Cisco SMARTnet Support vs. Warranty

	SMARTnet	90 Day Limited Hardware ¹	1 Year Limited Hardware ¹	Limited Lifetime Hardware ¹	Limited Warranty and Software License ¹	5 Year Hardware—1 Year Software ¹
Product Examples		2600, 3X00, 5XXX	1600,1700, 6900	29xx, 35xx	15600, 6XXX	Optical 15xxx
Hardware-Warranty Duration	Renewable contracts	90 days ¹	1-Year ¹	Lifetime ² (fans and power supplies limited to 5 years)	90 days	5 years ¹
Software Warranty Duration	Renewable contracts	90 days ³	90 days ³	90 days ³	90 days ³	1-Year ³
TAC Support	Yes	No	No	No	No	No
OS Software Updates Maintenance Release, Bug Fixes, and Minor & Major Releases	Yes	No	No	No	No	No
Application Software Updates	No	No	No	No	No	No
Registered Access to Cisco.com	Yes	No	No	No	No	No
Parts Replacement	Standard NBD delivery options: 2-hour, 4-hour, on-site	ARS ⁴ (10 days)	ARS ⁴ (10 days)	ARS ⁴ (10 days)	ARS ⁴ (10 days)	RR ⁵ (15 days)

1. From date of shipment from Cisco or from authorized Cisco reseller
2. Lifetime is defined as period of time product is supported by Cisco
3. Software warranty—media is defect free and software substantially conforms to published specification
4. ARS (Y days)—Advanced replacement shipping within Y business days of RMA request
5. RR (X days)—Reasonable effort for part delivery within X business days after part returned to factory
6. DSBU gives lifetime software updates on 29xx and 355x. Not part of any Cisco warranty

Because Cisco Technical Support Services provides so much value in the form of knowledge transfer (via registered access to Cisco.com online tools), TAC support and availability of software updates, it is highly recommended that you purchase a Cisco service contract effective the day the product arrives.

OPERATING SYSTEM SOFTWARE SUPPORT Q & A:

Q. Are Cisco software updates included with the Cisco SMARTnet Support service contract?

A. Yes. For Cisco operating systems such as Cisco IOS and CatOS, all software updates for licensed feature sets for your covered platform are included in the basic program. Software updates include bug fixes and maintenance, minor, and major releases within a feature set. No additional charge for updates is warranted as long as the product remains under Cisco SMARTnet coverage.

- *Major Release*—(a.k.a. version or main line) Consolidates previous bug fixes, maintenance, and previous early deployment releases, and/or new functionality into a single release. For example, 12.0 or 12.0M.
- *Minor Release*—Internal to Cisco for Cisco IOS Software—synonymous with major release. For example, 12.3 or 12.3M.
- *Maintenance Release*—Includes bug fixes. For example, 12.2(16), 12.2(16a), 12.2.16 or 12.2.16a. New point functionality or early deployment release for example, 12.2(8)T, 12.2.(8)T1, 12.2.8T or 12.2.8T1.

Q. Other vendors say they offer software upgrades. Why does Cisco only offer software “updates” with Cisco SMARTnet Support and SMARTnet Onsite?

A. It’s really just a difference in terminology. Cisco has chosen to attribute the term “upgrade” to when a customer moves from one software feature set to another. “Major releases” within a software feature set is the Cisco equivalent to what other vendors call software upgrades (example: an upgrade from 2.X to 3.X).

Q. What, then, is a feature-set upgrade and is it included in Cisco SMARTnet Support and SMARTnet Onsite?

A. A feature-set upgrade is a separately licensed and priced software release that contains enhanced configurations and/or features that provide additional functionality. For example, to upgrade from IP to IP/IPX feature set or IP-Base to IP-Advance Security (new feature sets for Catalyst 17000, 2600, and 3700 series) you must purchase the upgrade. However, these feature-set upgrades are not included in the SMARTnet Support or SMARTnet Onsite programs.

Q. What software am I entitled to with Cisco SMARTnet Support?

A. You are entitled to all operating system software updates within your licensed feature set for your covered devices. This includes operating system bug fixes and maintenance, and minor and major releases.

Q. Is support for Cisco applications software products, such as Cisco Security, Cisco IP Telephony, and Cisco Network Management, included in SMARTnet Support or SMARTnet Onsite?

A. No. Cisco Software Application Services provide support for Cisco application software products such as Cisco Security, Cisco IP Telephony, and Cisco Network Management. There are two programs available—Cisco Software Application Support (SAS) and Cisco Software Application Support Plus Upgrades (SASU). Cisco SAS includes around-the-clock TAC support, registered access to Cisco.com, and application software updates (maintenance and minor releases). Cisco SASU includes all of the components of SAS plus access to major application software releases.

Q. How will I be notified of new software releases when I have Cisco SMARTnet Support contract?

A. New releases are announced via product bulletins posted on Cisco.com.

Q. How do I obtain software updates included with SMARTnet Support?

A. Cisco IOS Software and CatOS Software updates are available for download via the Cisco.com Software Center at:
<http://www.cisco.com/software>

Q. Can I purchase Cisco SMARTnet Support services for a Cisco device that has not been covered previously by a Cisco service contract?

A. Yes, but you must be using the current version of software. If the software is one or more releases older than the current release, your company must first purchase the current release before it can purchase SMARTnet Support services for each device. Additionally, the product must be inspected by Cisco to ensure that all components and software are approved by Cisco.

Q. Does the Cisco SMARTnet Support or SMARTnet Onsite service contract include entitlement to remote or onsite software upgrade installation services?

A. No, Cisco SMARTnet Support services do not include software installation services. However, you may purchase these services from their Cisco channel partner. The services will allow you to call the Cisco TAC for help in this process.

CISCO TAC SUPPORT Q & A:

Q. What makes Cisco TAC different from other support centers?

A. The Cisco TAC provides award-winning, worldwide support for Cisco products via the Web, e-mail, or telephone, 24 hours a day, seven days a week. Cisco TAC provides service contract holders with:

- *Expert assistance*—to complement your in-house resources, Cisco TAC employs a highly skilled staff that offers you years of networking experience—more than 1200 customer support engineers on staff, more than 390 engineers with CCIE certification, and more than 13,000 research and development engineers. Cisco engineers hold more than 800 U.S.-issued patents, are often asked to speak at technical conferences, and have authored numerous industry white papers and books.
- *Faster resolution*—Cisco TAC provides constant measurement of customer satisfaction and time-to-resolution tracking.
- *High level of knowledge*—Cisco TAC offers depth and breadth of expertise with Cisco devices and operating system software as well as a broad range of networking environments (such as voice, video, and data communications) and technologies (such as access dial, Cisco IP Telephony, LAN Switching, optical networking, security, content delivery networks [CDNs], storage area-networks [SANs], IP routing, and wireless, as examples). Cisco TAC engineers have a minimum of five years industry experience and Cisco provides continuous training to ensure our technical staff stays current with leading-edge technologies.
- *Support 24 hours a day, 365 days a year in multiple languages*—via e-mail or telephone, Cisco TAC is there when you need it.

In addition, to support the TAC, Cisco uses a powerful virtual lab, equipped with all Cisco devices and Cisco IOS Software versions, as an invaluable engineering resource and knowledge base for training, product information, and testing of network problems.

Q. Can I get support from the Cisco TAC if I do not have a service contract?

A. Yes. Cisco TAC will help you if you do not have a Cisco service contract but you will be requested to pay a “per-incident fee” or to purchase a service contract.

Q. How does Cisco TAC prioritize support service requests?

A. Cisco processes allow for customers to designate the severity of every service request reported. To ensure that all problems are reported in a standard format, Cisco has established the following problem severity definitions:

- *Severity 1*—When an existing network is down or there is a critical impact to the customer’s business operations. Cisco and the customer will commit necessary resources around the clock to resolve the situation.
- *Severity 2*—When the operation of an existing network is severely degraded, or significant aspects of the customer’s business operation are being negatively impacted by unacceptable network performance. Cisco and the customer will commit full-time resources during normal business hours to resolve the situation.
- *Severity 3*—When the operational performance of the network is impaired while most business operations remain functional. Cisco and the customer are willing to commit resources during normal business hours to restore service to satisfactory levels.
- *Severity 4*—When a customer requires information or assistance on Cisco product capabilities, installation, or configuration, and there is little or no impact to the customer’s business operation. Cisco and the customer are willing to provide resources during normal business hours to provide information or assistance as requested.

Q. I understand that Cisco TAC out-tasks services under a SMARTnet Support contract. How will this affect the handling of my network issues?

A. Cisco TAC relies on a network of partners and third-party vendors to provide basic services on our behalf. This is a common practice in the industry. Working under the supervision of Cisco TAC management, these engineers address only simple support scenarios that have well-established fixes such as basic hardware replacement and routine technical questions. For non-routine or more complex issues, the Cisco TAC employs a highly skilled staff that offers years of networking experience. In addition, a sophisticated call routing system allows the Cisco TAC to promptly route your questions to the correct technology expert who can quickly address the problem at hand.

ADVANCE REPLACEMENT Q & A

Q. What options are available with Cisco Advance Replacement?

A. Cisco uses 640 depots in 120 countries, with more than 10,000 onsite field engineers to provide advance replacement of hardware in the following options (depending on coverage selected):

Table 2 Cisco SMARTnet Support and SMARTnet Onsite Advance Replacement of Hardware and Onsite Field Engineer Delivery

Options	Descriptions
24 x 7 x 2 ¹	Advanced replacement parts, with or without a field engineer, are delivered within 2 hours of determining that part replacement is required during a standard work week (24 hours per day, 7 days per week) ²
24 x 7 x 4 ³	Advanced replacement parts, with or without a field engineer, are delivered within 4 hours of determining that part replacement is required during a standard work week (24 hours per day, 7 days per week) ²
8 x 5 x 4	Advanced replacement parts, with or without a field engineer, are delivered within 4 hours of determining that part replacement is required during a standard work week (8 hours per day, 5 days per week) ²
NBD	Advanced replacement parts, with or without a field engineer, are delivered the next business day between 9 a.m. and 5 p.m. (provided the request is received before 3 p.m. local depot time) ^{2, 4}

1. Service is available only if your distance from a parts depot or authorized Cisco service location is within 25 driving miles in the United States, Canada, Australia, New Zealand, and select countries in Europe, South America, and Asia.

2. Certain limitations may apply for heavy or oversized equipment

3. Service is available only if your distance from a parts depot or authorized Cisco service location is within the following limits: In the United States, within 100 driving miles in Europe and Canada, within 120 driving kilometers; in Australia, New Zealand, and select countries in Latin America and Asia, within 75 driving kilometers. To determine if this service is available for your location, see the Cisco Service Availability matrix at: www.cisco.com/go/sec

4. Holidays observed by Cisco are excluded. Cut-off times can vary by region. Please verify the cut-off with your Cisco Service Account Manager.

Q. How do I choose the appropriate Advance Replacement coverage for my products?

A. Keeping a full array of redundant hardware devices on hand at all network locations may not always be the most efficient or effective way of managing cost. Advance Replacement allows you the flexibility to choose the most efficient means of managing replacement-part needs according the network availability demands (see Table 2). To select the right coverage for each site you should consider:

- Do you need around-the-clock support?
- How quickly do you typically need hardware to support your risk mitigation plans?
- Do you maintain an inventory of spare parts at each location?
- Do you have qualified onsite field engineers for parts replacement or will you need assistance from Cisco?
- Do you have limited or no network redundancy or alternate routing possibilities?

Q. Who is responsible for returning defective parts that have been replaced by one of the hardware replacement programs?

A. As a Cisco SMARTnet Support customer, you are responsible for obtaining a return-materials-authorization (RMA) number to return the product. You are also responsible for covering shipping costs for returning the defective product.

Q. What are the dispatch guidelines for delivery of parts within four hours?

A. The four-hour measurement starts from the time the Cisco TAC determines that a part should be replaced and dispatches a part or a field engineer.

AVAILABILITY Q & A:

Q. Where is Cisco SMARTnet Support available?

A. Cisco SMARTnet Support is available in the United States, Canada, Western Europe, New Zealand, Mexico, Australia, and select countries in Asia and South America. Cisco is continually expanding its service areas. In addition, the Cisco Service Availability Matrix (SAM) tool can be used to verify the available product services worldwide. This tool includes information for Cisco SMARTnet, SP-Base and SmartSpares programs. Information is available at:

<http://tools.cisco.com/apidc/sam/search/search.do>

ADDITIONAL INFORMATION

Q. Where can I find more information on Cisco SMARTnet?

A. You can find more information at:

<http://www.cisco.com>



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