



## Q&A

# SMARTnet/SMARTnet Onsite

## General

**Q.** What is Cisco® SMARTnet® support?

**A.** As part of Cisco Technical Support Services, the Cisco SMARTnet and SMARTnet Onsite programs offer innovative customer solution services that provide enhancement and maintenance support resources during the operational lifetime of a Cisco Systems® network.

**Q.** What is included with Cisco SMARTnet support?

**A.** Cisco SMARTnet support includes:

- Software support on the licensed operating system software, such as Cisco IOS® Software or Cisco Catalyst® OS, for covered Cisco products, including maintenance, minor, and major releases
- Access to the Cisco Technical Assistance Center (TAC) 24 hours a day, 7 days a week
- Registered access to Cisco.com, for easy access to online technical information and service request management
- Advance replacement of hardware parts, depending on the customer need and the coverage selected:
  - 24x7x2—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).
  - 24x7x4—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).
  - 8x5x4—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).
  - *Next business day (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).

**Q.** Why should a customer buy Cisco SMARTnet support or Cisco SMARTnet Onsite support?

**A.** By covering networking devices with a Cisco SMARTnet or Cisco SMARTnet Onsite contract, a customer can:

- Maximize network availability, reliability, and stability
- Reduce the cost of network ownership by using Cisco expertise, knowledge, and availability
- Increase return on investment (ROI) by having access to Cisco operating system software enhancements
- Expedite time to repair with the right parts at the right time to resolve issues quickly
- Better manage scarce internal expert resources at all locations
- Improve productivity and revenue per employee with access to tools and technical support documentation that can increase self-sufficiency and technical knowledge

**Q.** Are Cisco SMARTnet support and Cisco SMARTnet Onsite support just break/fix insurance?

**A.** No. The Cisco SMARTnet and SMARTnet Onsite programs offer customers much more than remedies for when something goes wrong. Only a small portion of service requests (less than 5 percent) coming into the Cisco TAC deal with failures and defects. Most 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, the Cisco SMARTnet and SMARTnet Onsite programs help customers protect their network investments and minimize risks by:

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

**Q.** What additional features are available under Cisco SMARTnet Onsite?

**A.** Cisco SMARTnet Onsite includes the same elements as Cisco SMARTnet support, with the addition of an onsite technician for parts replacement and installation. The same delivery timeframes apply.

**Q.** How should a user choose between the Cisco SMARTnet and Cisco SMARTnet Onsite programs?

**A.** Cisco SMARTnet Onsite support is the appropriate choice:

- When customers do not have the appropriate expert resources at a given site, such as a remote site.
- When trained personnel are not readily available to react quickly to a network issue. The Cisco SMARTnet Onsite program can help ensure rapid replacement of hardware.

**Q.** How does Cisco.com help customers support their networks?

**A.** This award-winning, industry-leading online support and information system includes interactive consulting tools, a comprehensive database, and knowledge transfer resources. Cisco.com is your access to the robust set of Cisco technical tools and product information, which increases self-sufficiency and builds in-house expertise for improved productivity.

Online troubleshooting tools and support resources include:

- *Software Advisor*—Features information and compatibility assistance
- *TAC Case Collection*—Identifies and troubleshoots common problems
- *My Tech Support*—Personalized Webpage with customized links
- *Output Interpreter*—Provides problem resolution recommendations
- *Peer-to-peer online forums*—Sharing with others in your industry
- *Technical Support Newsletter*—Keeps you up-to-date and informed

These and many other help tools and resources are available on the Technical Support and Document Website at [www.cisco.com/techsupport](http://www.cisco.com/techsupport).

TSS brochure, resource guide, and Web Tools and Resources presentation are available at [www.cisco.com/go/supportservices](http://www.cisco.com/go/supportservices).

## Cisco Warranty Compared to Cisco Service Contract

**Q.** What is a Cisco warranty?

**A.** Warranties are short-term limited liability for Cisco to repair and/or replace defects in Cisco products. They are limited in both the duration and the support they offer, and warranties do not include Cisco TAC support, software updates, or any of the additional benefits obtained under a support service contract. It is the responsibility of Cisco to repair and/or replace the Cisco product within the timeframe identified in the warranty card that accompanied the originally purchased Cisco product. Elements covered under a Cisco warranty are:

- *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.
- *Software*—This guarantees that the physical media are free from defects, or they will be replaced by Cisco. Also, the warranty guarantees that 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 a product is already covered under the standard Cisco warranty, why should a customer buy Cisco SMARTnet services during the warranty duration?

**A.** The Cisco SMARTnet and SMARTnet Onsite programs provide more robust levels of support than are available under a Cisco warranty (Table 1). For most products, Cisco warranties are limited in duration (detailed specifically by product type), whereas Cisco SMARTnet programs can be purchased to deliver support and maintenance for at least five years after first product shipment. Services available under a Cisco SMARTnet service contract that are not covered under a warranty are:

- Rapid replacement of hardware in NBD, 4-hour, or 2-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

**Table 1 Cisco SMARTnet Compared to Warranty**

	SMARTnet	90-Day/1-Year Limited Hardware	Limited Lifetime Hardware
Hardware coverage duration	Renewable contracts	90 days/1 year	Lifetime (fans and power supplies limited to five years)
Application software coverage duration	No	90 days	No
Technical support from TAC	Yes	No	No
Maintenance releases for OS	Yes	90 days	90 days
Minor and major releases for OS	Yes	No	No
Software application maintenance and minor releases	No	No	No
Software application major releases	No	No	No
Signature file updates	No	No	No
Registered access to Cisco.com for knowledge and online tools	Yes	No	No
Parts replacement	Standard: Next-business-	RTF (10 days)	RTF (10 days)

	SMARTnet	90-Day/1-Year Limited Hardware	Limited Lifetime Hardware
	day delivery Options: 2-hr, 4-hr onsite		
Equipment covered	All	All	All

## Operating System Software Support

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

**A.** Yes. For Cisco operating systems such as Cisco IOS Software and Cisco Catalyst OS, all software updates for licensed feature sets for the customer’s covered platform are part of the basic program. Software updates include bug fixes and maintenance, minor, and major releases within a feature set. There is no additional charge for updates as long as the product remains under Cisco SMARTnet coverage.

- *Major release (version or main line)*—Consolidates previous bug fixes, maintenance and previous early deployment releases, and/or new capabilities into a single release—for example, 12.0 or 12.0M.
- *Minor release*—Internal to Cisco for Cisco IOS Software; synonymous with a 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. Also includes new point features 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 offers software “updates” with the Cisco SMARTnet and SMARTnet Onsite programs?

**A.** It is 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 are the Cisco equivalent to what other vendors call software upgrades (an upgrade from 2.X to 3.X, for example).

**Q.** What is a feature set upgrade? Is it included in the Cisco SMARTnet and SMARTnet Onsite programs?

**A.** A feature set upgrade is a separately licensed and priced software release that contains enhanced configurations and/or features that provide additional capabilities. For example, to upgrade from the IP to IP/IPX feature set or IP-Base to IP-Advance security (new feature sets for Cisco 17000[**NOTE: Please provide correct product name. “17000” not on master product list.**], Cisco 2600 Series Multiservice Platforms, and Cisco 3700 Series Multiservice Access Routers[**NOTE: Please verify that previous two product names correct as edited.**]), customers must purchase the upgrade. However, these feature set upgrades are not available as part of a Cisco SMARTnet or SMARTnet Onsite program.

**Q.** What software is my customer entitled to with Cisco SMARTnet?

**A.** Customers are entitled to all operating system software updates within their licensed feature sets for their covered devices. This includes operating system bug fixes and maintenance, minor, and major releases.

**Q.** Is support for Cisco applications software products, such as security, IP telephony, and network management, included in the Cisco SMARTnet or SMARTnet Onsite programs?

**A.** No. Cisco offers Software Application Support (SAS) services that provide support for Cisco application software products such as security, IP telephony, and network management. There are two programs available: SAS and Software Application Support plus Upgrades (SASU). Cisco SAS includes 24-hour Cisco TAC support, registered access to Cisco.com, and application software updates (maintenance and minor releases). Cisco SASU includes all of the components of Cisco SAS, plus access to major application software releases.

**Q.** How are users notified of new software releases if they have a Cisco SMARTnet contract?

**A.** New releases are announced in product bulletins posted on Cisco.com and in the Technical Support Newsletter, which users can sign up for at [www.cisco.com/techsupport](http://www.cisco.com/techsupport).

**Q.** How does a customer obtain software updates included with Cisco SMARTnet support?

**A.** Cisco IOS Software and Cisco Catalyst OS updates are available for download from the Cisco.com Software Center at [www.cisco.com/software](http://www.cisco.com/software).

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

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

**Q.** Do the Cisco SMARTnet or SMARTnet Onsite programs include entitlement to remote or onsite software upgrade installation services?

**A.** No. Cisco SMARTnet services do not include software installation. The customer is responsible for software installation or can purchase these services from a Cisco channel partner. However, the services will allow the company to call the Cisco TAC for help in this process.

## Cisco TAC Support

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

**A.** The Cisco TAC provides award-winning, worldwide support for Cisco products using the Web, e-mail, or telephone, 24 hours a day, 7 days a week. The Cisco TAC provides service contract holders with:

- *Expert assistance*—To complement your in-house resources, the Cisco TAC employs a highly skilled staff that offers you years of networking experience, including many customer support engineers with networking and CCIE® certifications as well as 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*—The Cisco TAC provides constant measurement of customer satisfaction and time-to-resolution tracking.
- *High level of knowledge*—The 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). Cisco TAC engineers have a minimum of five years of industry experience, and Cisco provides continuous training to try to ensure our technical staff stays current with the latest technologies.
- *Support 24 hours a day, 365 days a year in multiple languages*—By e-mail or telephone, the 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. The 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 the Cisco TAC prioritize support service requests?

**A.** Cisco processes allow for customers to designate the severity of every service request reported. To help 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 effect on 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 affected 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 effect on 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 the Cisco TAC outtasks services under a SMARTnet Support contract. How will this affect the handling of my network issues?

**A.** The 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 nonroutine 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.** Are parts always delivered the next business day if the user has a contract with that option?

**A.** Parts are delivered the next business day during regular business hours, where available. If next-business-day service is not available, Cisco offers same-day-ship (SDS) service, where the parts are shipped from the depot the same day. However, for receiving locations outside the United States, the exact delivery date is subject to issues outside of Cisco control, such as customs and duty for the receiving country. Contact your Cisco representative to verify what level of service is available in your area.

## Process and Responsibilities

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

**A.** The Cisco SMARTnet customer is responsible for obtaining a return-materials-authorization (RMA) number to return the product. Cisco will provide prepaid airbills for the shipment of equipment shipped with RMA and located in the United States and Canada. Policies outside the United States and Canada might vary by region. Contact your local Cisco representative for details about the policy in your region.

**Q.** What are the dispatch guidelines for delivery of parts within 4 hours?

**A.** The 4-hour measurement starts from the time the Cisco TAC determines that a part should be replaced and dispatches a part or a field engineer.

**Q.** Can a company get support from the Cisco TAC if it does not have a service contract?

**A.** Yes. The Cisco TAC will help companies that do not have a Cisco service contract, but there will be a per-incident fee, or the company might be asked to purchase a service contract.



## Availability

**Q.** Where is Cisco SMARTnet support available?

**A.** Cisco SMARTnet support is available throughout the world with some service-level exceptions in Europe, Asia, and Latin 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 support, Cisco SP Base, and the Cisco SmartSpares programs. Information is available at <http://tools.cisco.com/apic/sam/search.do>.

**Q.** Where can I find more information about Cisco Services?

**A.** More information about Cisco Services is available at [www.cisco.com/go/supportservices](http://www.cisco.com/go/supportservices). (Partners log in to see more options.)

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