Cisco SMARTnet Service

Q&A
Cisco SMARTnet Service Overview

Q. What is Cisco® SMARTnet® Service?
Cisco SMARTnet Service is an award-winning technical support service that can give your IT staff direct, anytime access to field engineers and Cisco.com resources to help ensure the fast, expert response and accountability required to resolve critical network issues. With Cisco SMARTnet Service you can choose from a broad range of service delivery options for all network devices.

Q. What is included with Cisco SMARTnet or Cisco SMARTnet Onsite Service?
Cisco SMARTnet Service includes:

• Around-the-clock, global access to the Cisco Technical Assistance Center (TAC).
• Access to the extensive Cisco.com knowledge base and tools, for easy access to online technical information and service request management.
• Ongoing Cisco software operating system support on licensed operating system software, for covered Cisco products. Support includes access to both minor and major releases within the licensed feature set.
• Advance hardware replacement is available to fit the critical needs of your network. Next-business-day as well as premium service level options that provide parts replacement in as little as 2 or 4 hours are available depending on your preference and the type of contract coverage you select.
• Proactive diagnostics and real-time alerts on select devices with Cisco Smart Call Home.

For an updated list of products that are covered, visit the Smart Call Home Website. www.cisco.com/go/smartcall

Q. Why should you purchase Cisco SMARTnet Service?
By covering networking devices with a Cisco SMARTnet contract, you can:

• Maximize network availability, reliability, stability, and security with direct access to networking engineers at Cisco
• 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 when utilizing the proactive diagnostics and real-time alerts available with Smart Call Home, on select devices
• Empower your IT staff and improve productivity and revenue per employee with access to tools and technical support documentation that can increase self-sufficiency and technical knowledge

Q. How do you purchase Cisco SMARTnet Service?
You may purchase Cisco SMARTnet Service directly from Cisco through your Cisco account manager, or through our global network of highly qualified Cisco partners. You may find a partner near you through the Cisco Partner Locator at www.cisco.com/go/partnerlocator.

• An onsite Cisco field engineer to install replacement parts at your location is an option, available through Cisco SMARTnet Onsite Service. Through this onsite service option, a field engineer implements Cisco technology expertise and practices to help ensure that your network operates at the highest levels.
Q. Does Cisco SMARTnet Service only offer break/fix insurance?

No. The Cisco SMARTnet Service offers you help handling complex network operation and management issues such as:

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

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

- Keeping your networking technology up-to-date with the latest software features and system improvements
- Supplementing your network support organization to help 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 them to remote sites by making replacement parts available when you need them.
- Providing trained field engineering resources to perform replacement services when and where you need them
- Troubleshooting Smart Call Home-capable devices in real time and reporting details back to you using a web portal and alerts. You see the history of device performance and gain insight into possible problems to allow you the opportunity to mitigate issues before they happen

Q. What additional features are available under the Cisco SMARTnet Onsite Service option?

Cisco SMARTnet Onsite includes the same capabilities as Cisco SMARTnet, with the addition of an onsite technician for parts replacement and installation. The same delivery service levels as Cisco SMARTnet are available for Cisco SMARTnet Onsite Service.

Q. How should you choose between Cisco SMARTnet and Cisco SMARTnet Onsite?

Cisco SMARTnet Onsite support is the appropriate choice when:

- You do not have the appropriate expert resources at a given site, such as a remote site.
- Trained personnel are not readily available to react quickly to a network issue. The Cisco SMARTnet Onsite service option provides rapid replacement of hardware.
Features and Benefits: Service Capabilities

SMARTnet delivers five main service capabilities:

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<td>Unlimited 24x7 access</td>
<td>Smart Call Home on select devices</td>
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<td>24x7 access</td>
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<tr>
<td>1. Return for Repair on select video products only.</td>
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</table>

Cisco Technical Assistance Center

Q. What is the Cisco Technical Assistance Center (TAC)?

The Cisco TAC puts you directly in touch with field engineers to rapidly solve network issues and help you mitigate future problems. Cisco TACs around the globe use a follow-the-sun schedule so you can receive support whenever you need it. You have access to the TAC through your Cisco SMARTnet Service contract.

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

Cisco TAC consistently receives high customer satisfaction ratings as well as industry recognition and awards. You can easily access TAC using the web, email, or telephone, 24 hours a day, 7 days a week worldwide for support on Cisco products. When you utilize Cisco TAC you will experience the following benefits:

- Industry-recognized service excellence: Cisco technical service is consistently ranked among the best by independent surveys and analysts, including the Walker Survey and the Yankee Group.
- 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, including an automated escalation sequence beginning one hour after submittal of level 1 and level 2 issues, resulting in CEO intervention by John Chambers after 48 hours for any level 1 problem.
- Visibility into issue resolution status: You are kept up-to-date on all changes to your case through email notifications and personalized handoffs between you and Cisco engineers if your case warrants a move to a new specialization due to the nature of the issue, or a change occurs in work shift.
- Networking expertise: The Cisco TAC offers depth and breadth of knowledge and experience 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 help ensure our technical staff stays current with the latest technologies.
- Support 24 hours a day, 365 days a year in multiple languages: By telephone, web, or email, the Cisco TAC is there when you need it.
- Tested and proven resolution methods: Cisco uses a powerful virtual lab, equipped with all Cisco devices and Cisco OS software versions, as an invaluable engineering resource and knowledge base for testing of network problems and recommended resolutions before they are implemented on your network.
Cisco SMARTnet Service Overview

Features and Benefits

Comparison to Other Services

Warranty Compared to Service Contract

Lifecycle Approach

Availability and More Information

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

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 service requests?

Cisco processes allow for you to designate the severity of every service request reported. Problems are reported in a standard format using 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. What are some of the industry certifications and awards Cisco has received for its technical support services?

Figure 1 shows certifications and awards.

<table>
<thead>
<tr>
<th>Awards</th>
<th>Description</th>
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<tbody>
<tr>
<td>2008 STAR Award for Best Embedded Product Support</td>
<td>The Service and Support Professionals Association (SSPA) awarded Cisco Smart Call Home the 2008 STAR Award for Best Embedded Product Support. Embedded in the latest OS release of the Cisco Catalyst® 6500 Series, Cisco MDS 9000 Family, and Cisco 7600 Series Router, the Smart Call Home capability offers proactive diagnostics and real-time alerts on Cisco devices. The Smart Call Home capability is available through Cisco SMARTnet Service and Cisco SP Base Service.</td>
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<tr>
<td>2008 STAR Award for Best Practices</td>
<td>Cisco Services earned two STAR Awards for Best Practices in 2008, sponsored by the Service &amp; Support Professionals Association (SSPA). These awards for Best Practices recognize companies for developing, implementing, and benchmarking the most innovative and efficient processes for service and support delivery. Cisco was awarded in both the Service Delivery Optimization category for its best practices in the Cisco Technical Assistance Center (TAC) service technology development and support delivery methodology and the Customer Commitment category for the Cisco TAC customer feedback process that allows Cisco to implement tangible changes in support practices to directly improve the customer experience.</td>
</tr>
<tr>
<td>Kepner-Tregoe</td>
<td>Cisco Technical Services, Asia Pacific team has been awarded with a 2006 Kepner-Tregoe (KT) International Rational Process Achievement Award for Organizational Use of Process. Their winning entry chronicled how KT processes have been embedded in the organization, exceeding targeted goals.</td>
</tr>
</tbody>
</table>
Cisco.com Support Resources and Tools

Q. What are Cisco.com support resources and tools?

There are extensive online resources and tools on Cisco.com for customers who have a Cisco service contract. This valuable information helps your staff update their own networking knowledge and rapidly solve network issues. In fact, the self-help technical support resources available on Cisco.com through your Cisco SMARTnet Service contract are so comprehensive that customers typically can solve 80 percent of service problems using Cisco.com online resources without needing to open a service request. The Cisco support experience offers tools and resources to assist in your day-to-day network operations 24x7, 365 days a year.

Q. What type of resources and tools are available on the Cisco.com support website?

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 downloads: Get the latest updates, patches, and releases of Cisco software.
- Software Advisor: Choose appropriate software for your network device by matching software features to Cisco OS software releases, comparing Cisco OS software releases, or determining which software releases support your hardware.
- Bug Toolkit: Quickly find software bug fixes based on version and feature sets.
- TAC case collection: Interactively diagnose common problems involving hardware, configuration, and performance issues with solutions provided by TAC engineers.
- Error message decoder: Look up explanations for console error message strings listed in the Cisco Software System Messages guide.
- Command Lookup Tool: Look up a detailed description for a particular Cisco OS software, Cisco Catalyst, or Cisco PIX® or ASA command.
- Output Interpreter: Receive instant troubleshooting analysis and course of action for your router, switch, or Cisco PIX device using collected show command output.
- Access to over 90,000 technical documents, including product and technology integration documentation for Cisco and third-party products as well as troubleshooting guides and release notes.
- Through the Cisco.com Online Service Request Management Tool, you can reduce the time you spend submitting and tracking service requests.
- A peer-to-peer online forum allows you to share questions, suggestions, and information with other networking professionals.
- A personalized web portal, “My Tech Support,” allows you to find the information you need in one place, customized to your network, including new software releases, bug reports and repairs, and troubleshooting tools.
- The Cisco Technical Services Newsletter alerts subscribers to new technical tools, resources, and exclusive networking tips every month.

These and many other help tools and resources are available on the Technical Services and Document Website at www.cisco.com/techsupport. A resource guide and a Web Tools and Resources presentation are available at www.cisco.com/go/supportservices.
Q. What are some of the recent industry awards that Cisco has received for their Cisco.com support Website?

Figure 2 shows a few of the awards that Cisco has received for their exemplary online technical support, resources, and tools available on Cisco.com.

Q. Operating System Software Support

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

Yes. All Cisco OS software updates for licensed feature sets for the customer’s covered platform are provided by Cisco SMARTnet.

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 moving to 13.0 or 13.0M, respectively.
- Minor release: Internal to Cisco for Cisco OS software; synonymous with a major release—for example, 12.3 or 12.3M moving to 12.4 or 12.4M, respectively.
- Maintenance release: Includes bug fixes—for example, 12.2(16), 12.2(16a), or 12.2.16. 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. What is the value of these operating system updates to my business?

Operating System updates help your business stay poised to take advantage of new technology innovation, get a greater return on investment, and lower your total cost of ownership while staying competitive in today’s global economy. The cost of purchasing new OS releases compared to having them included in your technical support contract can be several times more expensive. Receiving OS updates as part of your SMARTnet contract can lower operating costs while giving you a higher return on investment. When properly deployed, OS updates also help you retain and extend the value of your IT investment. New OS features within your licensed feature set can enable greater network capacity, advanced security and regulatory compliance as well as better interoperability.

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

It is really just a difference in terminology. Cisco uses the term “upgrade” 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 such as an upgrade from 2.X to 3.X.
Q. What is a feature set upgrade? Is it included in the Cisco SMARTnet and SMARTnet Onsite programs?

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, customers must purchase the upgrade from the IP Base to Enterprise Base feature set or from IP Base to Advanced Security which includes new feature sets for Cisco 12000 Series Routers and Cisco 2800 and 3800 Series Integrated Services Routers. These feature set upgrades are not included as part of a Cisco SMARTnet or SMARTnet Onsite program.

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

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

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

No, application support is not covered in SMARTnet. Cisco does offer software application support services separately that provide support for Cisco application software products such as security, IP telephony, and network management. There are currently four support offers available:

- Cisco Software Application Service Support (SAS)—includes maintenance and minor releases
- Cisco Software Application Support Service with Upgrades (SASU)—includes all components of SAS plus upgrades
- Cisco UC Essential Operate Service (ESW)—includes maintenance and minor releases
- Cisco UC Software Subscription Service

Q. How are you notified of new OS software releases if you have a Cisco SMARTnet contract?

New releases are announced in product bulletins posted on Cisco.com and in the Technical Services Newsletter, which users can sign up for at http://www.cisco.com/techsupport.

Q. How can you obtain the software updates included with your Cisco SMARTnet Service contract?

Cisco OS software updates are available for download from the Cisco.com Software Center at http://www.cisco.com/software.

Q. Can you purchase Cisco SMARTnet Service for a Cisco device that has not been covered previously by a Cisco service contract?

Yes, but you must be using the current version of the software. If the software is one or more releases old, then you must first purchase the current release before you can purchase Cisco SMARTnet Service for each device. Additionally, the product must be inspected by Cisco to make sure all components and software are approved.

Q. Does the Cisco SMARTnet or SMARTnet Onsite include entitlement to remote or onsite software update installation services?

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, as part of your Cisco SMARTnet contract you may call the Cisco TAC for technical assistance in this process.
Advance Hardware Replacement

Q. What is Cisco advance hardware replacement?

If you have a Cisco product covered under Cisco SMARTnet Service and you have a product failure that is irreparable, Cisco provides advance hardware replacement to keep your network and business operating smoothly.

The standard Cisco advance hardware replacement includes next business day replacement. Premium level service is an available option that provides replacement parts to your doorstep in as little as 2 or 4 hours.

Q. Is Cisco advance hardware replacement available globally?

Yes. Cisco advance hardware replacement is available worldwide. Dependable parts delivery on a global basis is provided by the Cisco Service Supply Chain, a network of over 900 spare parts depots around the world managed by a sophisticated global inventory that automates parts stocking processes worldwide. Cisco is constantly adjusting regional stock supplies so spares are available where and when you need them.

Table 2. Service Level Options

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<tr>
<th>Cisco SMARTnet Service</th>
<th>Cisco TAC Engineers</th>
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<th>Cisco.com Online Resources</th>
<th>Operating System Software and Support</th>
<th>Eligible Devices</th>
<th>Smart Services Diagnostics and Alerts</th>
<th>Onsite Engineer</th>
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<tbody>
<tr>
<td>Unlimited 24x7 access</td>
<td>Advance Replacement: 24x7x2 hour</td>
<td>Special entitlement access</td>
<td>Ongoing updates within the licensed feature set</td>
<td>All</td>
<td>Smart Call Home on select devices</td>
<td>Only with SMARTnet Onsite Service option</td>
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</table>

1. Return for Repair on select video products only.
Cisco SMARTnet Service Overview

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Lifecycle Approach

Availability and More Information

Q. Are parts always delivered the next business day if the user has a contract with that option?

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.

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

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. What if my company does not have the technical resources available to install advance hardware replacement products?

You have the option to purchase Cisco SMARTnet Onsite Service, instead of Cisco SMARTnet Service, which provides a Cisco field engineer to install advance hardware replacement at your site.

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

You, as the Cisco SMARTnet customer, are responsible for obtaining a return-materials-authorization (RMA) number to return the product. Cisco will provide prepaid air bills for the shipment of RMA equipment 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. Has Cisco received any industry awards for supply chain excellence?

Cisco has received several awards for the innovation and logistical excellence within their global supply chain. A few of these awards are shown in Figure 3.

Figure 3. Global Supply Chain Awards

Cisco European Supply Chain wins an Excellence Award in the High Tech and Electronics Category
November 2006

2006 SCMLogistics Supply Chain Excellence Award
Cisco Asia Pacific Service Supply Chain Delivery was awarded the 2006 SCMLogistics Supply Chain Excellence Award for supply chain innovation. This prestigious award focuses on the achievements of organizations in transforming supply chain in Asia for greater corporate success.

Cisco Smart Call Home

Q. What is Cisco Smart Call Home?

Cisco Smart Call Home is a proactive, connected service capability of Cisco SMARTnet Service that is available on Call Home-capable devices, such as the Cisco Catalyst 6500 Series Switches. For a complete list of call home-capable devices go to www.cisco.com/go/smartcall.

Call Home devices can continuously monitor their own health using Generic Online Diagnostics (GOLD) technology and automatically notify customers of potential issues using secure transmissions. If a serious problem arises, Smart Call Home automatically detects it and generates a Cisco TAC service request that is routed to designated teams. Smart Call Home also provides personalized access to a Smart Call Home Web portal that contains Call Home messages, recommendations, and more for all your Call Home devices. Cisco Smart Call Home provides the following:

- Higher availability through proactive, issue detection and fast resolution, often before any negative impact to business

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- Higher availability through proactive, issue detection and fast resolution, often before any negative impact to business
• Increased operational efficiency through less time troubleshooting
• Personalized Web-based access to information quickly and conveniently

Q. What devices support Smart Call Home?
Smart Call Home is available on select devices and additional Cisco devices will be added over time. For a complete list of call home-capable devices go to www.cisco.com/go/smartcall.

Q. What Cisco OS software release is required to use Smart Call Home?
Refer to the Quick Start Guide at www.cisco.com/go/smartcall for the correct OS version for the call home-capable device you are configuring. Please note that you must have a Cisco SMARTnet or SP Base contract in order to access the latest version of the OS software from this website.

Q. How can you purchase a Cisco SMARTnet Service contract to cover Call Home-capable devices?
Smart Call Home is included in the purchase price of Cisco SMARTnet Service. You may contact your local representative or Cisco partner to purchase Cisco SMARTnet Service. Customers can use the Partner Locator (http://tools.cisco.com/WWChannels/LOCATR/openBasicSearch.do) to find a partner near them.

Q. Who receives alerts?
When the call-home profile on the device is set up, you specify who receives alerts, how these messages should be transported, and for what types of events to send alerts. In addition, you can specify multiple people to be notified and can choose to notify your staff, your authorized Cisco partner, and the Cisco TAC. If the Cisco TAC is included on the notification list and a serious problem arises, Smart Call Home automatically detects it and generates a Cisco TAC service request that is routed to the designated team.

Q. What kinds of events trigger alerts?
The types of events that trigger alerts are:
• Diagnostic messages are triggered when a hardware or software failure is detected.
• Environmental messages are triggered when temperature, power, and other types of system-related thresholds are exceeded.
• Syslog messages are triggered when the event severity is major or greater.
• Inventory and configuration messages are only sent on a periodic basis at a frequency configurable by the customer. The device removes sensitive information such as passwords from the configuration before it is sent.

Q. Is a historical record kept of the alerts that are sent?
Yes. All messages are stored in a personalized portal that contains reports with all of the Call Home messages and other related information in one convenient location. If you authorize it, this information can be accessed securely anytime, anywhere by your IT staff and the Cisco TAC.

Q. Are the alert messages secure?
Call Home messages are encrypted and can be sent by secure transport (HTTPS) or email (Simple Mail Transfer Protocol [SMTP]) to the Cisco Smart Call Home back-end system. You choose the transport method. In addition, you choose whether to allow Call Home to include configuration information. If configuration information is transmitted to the Cisco system, all sensitive details such as passwords are removed to protect network privacy. Communication between the back-end system and users is accomplished using SMTP for email notifications and HTTPS for all web portal access.
Q. How does Smart Call Home diagnose potential problems?
Smart Call Home uses the Cisco Generic Online Diagnostics (GOLD) capability that is included in many Cisco devices. GOLD can detect faults with extreme accuracy in hardware and provide the triggers to proactively initiate high-availability features and actions such as switchover of modules or turning off modules or individual ports. The GOLD test suite also gives support personnel the tools to test the functioning of hardware modules and troubleshoot down to the field-replaceable unit (FRU) level. The diagnostic capabilities of GOLD can be categorized as follows:

- Boot-up diagnostics: Conducted during the boot-up or OIR of a line card or module
- Health monitoring diagnostics: Conducted in the background while the system is in operation
- On-demand diagnostics: Providing the ability to conduct various tests on demand using CLI
- Scheduled diagnostics: Providing the ability to conduct various tests at a later scheduled date, time, and frequency using CLI

Q. How does GOLD help reduce troubleshooting time?
Because GOLD can identify hardware failures and issues with extreme accuracy, your staff and the Cisco TAC can identify exactly where a problem has occurred. That eliminates much of the detective work usually involved in troubleshooting.

Q. When does Smart Call Home automatically generate a service request to the Cisco TAC?
For a serious event, such as a module or fan failure, an alert is sent to you, and a service request is automatically opened with the Cisco TAC and routed to the correct team to handle the problem.
Cisco SMARTnet Compared to Other Cisco Technical Services

Q. How does Cisco SMARTnet Service compare to other Cisco Technical Service offerings?

The Cisco Technical Services portfolio offers a comprehensive list of both responsive and proactive services to provide you with the right type and level of service to meet your business needs. These services are designed to maintain the health of your network, promoting higher network availability, operational efficiency and protecting your IT investment.

Cisco SMARTnet Service

Cisco SMARTnet customers include all sizes and types of business. This Cisco-delivered technical service is both a responsive and proactive service that is beneficial to companies that have in-house IT staff and want any-time, direct access to Cisco for rapid issue resolution, the flexibility of device-by-device coverage, real-time troubleshooting, proactive notifications, and premium service level options to support their critical business networks. SMARTnet offers award-winning hardware and OS support from the Cisco Technical Assistance Center, advance hardware replacement in as little as 2 hours, award-winning online support and resources on Cisco.com as well as proactive diagnostics, alert notifications, automated service request creation and a web portal with personalized device status information for Call Home enabled devices.

Technology-specific Service Bundles

Several technology-specific service bundles are available that offer system-wide hardware and OS service, application support, and various other service capabilities for unified communications, security, Telepresence and integrated service router (ISR) products. You may choose to purchase these technology-specific bundles instead of SMARTnet. Where technology-specific bundles are not available, Cisco SMARTnet Service is the support option.

Remote Management Service

If you are looking for a full-service offering from Cisco, you may choose to add Cisco Remote Management Service to your SMARTnet contract. Remote Management Service provides proactive, system-wide remote monitoring, management and remediation for foundation technologies, unified communications, security, and Telepresence.
Cisco SMARTnet Service Overview

Features and Benefits
- Technical Assistance Center (TAC)
- Cisco.com Online Resources
- Operating System Support
- Advance Hardware Replacement
- Smart Call Home

Comparison to Other Services
- Technology-specific Service Bundles
- Remote Management Service
- Focused Technical Support Services
- Network Support for Service Provider Production Network
- Software Application Support

Warranty Compared to Service Contract
- Lifecycle Services Approach
- Availability and More Information

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- Service Capabilities
- Technical Assistance Center (TAC)
- Cisco.com Online Resources
- Operating System Support
- Advance Hardware Replacement
- Smart Call Home

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Focused Technical Support Services for Priority, Personalized Support
Cisco Focused Technical Support Service may be added to SMARTnet for companies that require personalized, priority-level service and support from an assigned team of Cisco technical experts. Three levels of service are available: High-Touch Operations Management Service, High-Touch Technical Support Service, and High-Touch Engineering Service for your entire network.

Network Support for Service Provider Production Network
Service Providers may purchase Cisco SP Base Service to support their production networks. It is a similar service to SMARTnet except that it does not offer advance hardware replacement. SMARTnet is still an appropriate choice for service providers who are looking to support their business operations network.

Software Application Support
For support on Cisco application software running on your network, Cisco Software Application Support Service with or without upgrades can be added to the Cisco SMARTnet Service contract. The basic Software Application Support (SAS) Service provides direct access to software engineers at the Cisco Technical Assistance Center, access to self-help tools and documentation for your Cisco applications and minor updates. Or, you may purchase Software Application Support plus Upgrades (SASU) which offers major upgrades in addition to the basic SAS capabilities. If you have a SMARTnet contract on your unified communications equipment and you would like software application support for those products, you may purchase UC Essential Operate Service (ESW) which includes application updates. Major software version upgrades may be obtained by purchasing the Cisco Unified Communications Software Subscription at a reduced cost through a one-, two-, or three-year subscription.

Cisco Smart Care and Cisco Smart Foundation for Small and Medium Business
Small- and medium-sized businesses (SMBs) may also choose either Cisco Smart Care Service or Cisco Smart Foundation Service instead of Cisco SMARTnet Service for their commercial-class Cisco products.

Smart Care Service is a proactive, network-wide service that offers proactive remote network monitoring, assessments, and software repairs in addition to technical support for a Cisco commercial-class network in a single contract (only sold by Cisco certified partners, not available directly from Cisco). Smart Care may be purchased to cover hardware, operating system software and specific software applications related to unified communications including updates. Software upgrades are available by purchasing Cisco Unified Communications Software Subscription. It is ideal for businesses with limited IT staff or businesses that want to assist their IT staff to operate more efficiently. Smart Care supports businesses with up to 105 network devices, which translates to approximately 600 concurrent network users.

Cisco Smart Foundation Service covers a select group of Cisco products typically used at SMBs and is available for companies with up to 250 employees. It is a responsive service that provides cost-effective coverage by providing live access to troubleshooting support during business hours only.

More information on all Cisco Technical Services may be found at http://www.cisco.com/go/supportservices.
Cisco Warranty Compared to Cisco Service Contract

Q. What is included in a Cisco warranty?

Warranties provide 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 service contract. It is the responsibility of Cisco to repair and/or replace the Cisco product within the time frame specified 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 I buy Cisco SMARTnet Service during the warranty duration?

The Cisco SMARTnet and SMARTnet Onsite programs provide more robust levels of support than are available under a Cisco warranty (see Table 3). For most products, Cisco warranties are limited in duration (detailed specifically by product type), compared to Cisco SMARTnet programs that 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, as well as Return for Repair on select video products)
- Continuous technical support through the Cisco TAC
- Latest OS updates, including both minor and major releases within the licensed feature set
- Registered access to Cisco.com resources and tools
- Proactive troubleshooting and alerts on Call Home-enabled devices
### Table 3: Cisco Services Compared to Warranty

<table>
<thead>
<tr>
<th>Warranty</th>
<th>Cisco SMARTnet Service</th>
<th>Cisco Smart Foundation Service</th>
<th>Cisco Smart Care Service</th>
<th>Cisco Smartnet Service for SBCS</th>
<th>Cisco Unified Communications Operate Services</th>
<th>Cisco Software Application Support Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment Covered</td>
<td>All</td>
<td>All&lt;sup&gt;6&lt;/sup&gt;</td>
<td>Select Cisco SMB-class products are supported</td>
<td>Cisco commercial-class foundation, security, and voice products are supported</td>
<td>Offered for the Cisco Unified Communications 600 platform and supports up to 48 users</td>
<td>Unified Communications products</td>
</tr>
<tr>
<td>Duration</td>
<td>Standard Hardware: 90 days (specific products 1 year / limited lifetime)&lt;sup&gt;3&lt;/sup&gt;</td>
<td>Standard Software: 90 days&lt;sup&gt;2&lt;/sup&gt;</td>
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<tr>
<td>Cisco Technical Assistance Center (TAC) Support</td>
<td>No</td>
<td>Yes</td>
<td>During normal business hours (8am – 5pm) Response within 1 business day from SMB TAC</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Cisco Operating System Updates</td>
<td>No&lt;sup&gt;4&lt;/sup&gt;</td>
<td>Yes</td>
<td>No, bug fixes or patches only</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Software Application Updates</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Software Application Upgrades</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No&lt;sup&gt;5&lt;/sup&gt;</td>
</tr>
<tr>
<td>Registered Access to Cisco.com Online Tools / Resources</td>
<td>No</td>
<td>Yes</td>
<td>SMB Support Assistant Portal</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Hardware Replacement</td>
<td>Advance Replacement (10 days)&lt;sup&gt;2&lt;/sup&gt;</td>
<td>Advance Replacement: • 24x7x2 hour • 24x7x4 hour • 8x5x4 hour • 8x5xNBO Other: • RFR&lt;sup&gt;2&lt;/sup&gt;</td>
<td>Next business day as available, otherwise same day ship</td>
<td>Next business day as available, otherwise same day ship</td>
<td>Next business day as available, otherwise same day ship</td>
<td>Next business day: 8x5x4, 24x7x4 delivery options as available Onsite options: 8x5x4, 24x7x4</td>
</tr>
<tr>
<td>Smart Services Diagnostics and Alerts</td>
<td>No</td>
<td>Yes on select devices</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

**Footnotes:**

1. Cisco Smart Care Service is being launched through a phased rollout in Emerging Markets. Check with your Cisco Channels service account manager for availability in your region.
2. Optical networking products offer 5 year limited hardware warranty with 15 days return to factory replacement and 1 year limited software warranty, this warranty only applies to Optical products.
3. Smart Care Service includes an automated contract renewal process.
4. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications.
5. Software application upgrades may be purchased through product sales.
6. Some equipment exclusions might apply; consult service sales representatives for more details.
7. Return for Repair on select video products only.
Cisco Lifecycle Services Approach

**Q. What is the Cisco Lifecycle Services approach?**

The Cisco Lifecycle Services approach defines the activities needed to help you successfully deploy and operate Cisco technologies and optimize their performance throughout the lifecycle of your network.

**Q. What are the phases in the Cisco Lifecycle Services approach?**

There are six phases in the Cisco Lifecycle Services framework. See Figure 4.

**Figure 4. Cisco Lifecycle Services Approach**

<table>
<thead>
<tr>
<th>The Cisco Lifecycle Services Approach</th>
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<tbody>
<tr>
<td>Prepare</td>
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<tr>
<td>Optimize</td>
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<tr>
<td>Plan</td>
</tr>
<tr>
<td>Operate</td>
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<tr>
<td>Design</td>
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<tr>
<td>Implement</td>
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</tbody>
</table>

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

**Q. How does Cisco SMARTnet Service help support the life of my network?**

Cisco SMARTnet Service is part of the operate phase of the lifecycle, which maintains network health through day-to-day operation in order to keep your network available, secure, and operating efficiently. Maintaining your network also helps you protect and get the most out of your IT investment.
Availability

Q. Where is Cisco SMARTnet support available?

Cisco SMARTnet support is available throughout the world with some service-level exceptions in Europe, Middle East, Africa, Asia, and Latin America. Cisco is continually expanding its service areas and has more than 900 service depots in operation. 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 Smart Spares programs. Information is available at http://tools.cisco.com/apidc/sam.

More Information

Q. Where can I find more information about Cisco SMARTnet Service?

You can find more information about Cisco SMARTnet Service at www.cisco.com/go/smartnet.

Q. Where can I find out more information on the Cisco SMARTnet service capability known as Cisco Smart Call Home?

You may find comprehensive information on Cisco Smart Call Home, including complete configuration guidelines, at www.cisco.com/go/smartcall.

Q. Are there other Cisco Services that provide technical support?

Yes, there are other Cisco Service that provide technical service and support and may be appropriate for your company, depending on the size of your business and the technologies you are currently implementing. More information about all Cisco Technical Services is available at www.cisco.com/go/supportservices.