

Service and Support

This chapter provides information on Cisco service and support. The information is organized into the following sections:

- Overview
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- Installation Services
 - SMARTinstall
 - Global Solution Services Installation
 - On-Site Installation Service for StrataCom Products
- Cisco Connection Online
- Professional Network Consulting and Certification
 - Professional Network Consulting
 - Network Audit for StrataCom Products
 - CCIE Program
- Noncontract Services
- How to Contact Cisco for Service

Overview

Cisco Systems provides service and support programs that have been recognized as the best in the industry, a critical distinction for a company dedicated to supplying innovative, end-to-end internetworking solutions. Cisco and its customers recognize that service and support are an integral component of a mission-critical internetwork; in fact, our industry-leading programs are a major reason that customers select Cisco as a strategic partner in developing and deploying their worldwide internetworks.

Innovative Solutions

Service and support have traditionally focused upon warranty-type offerings; in other words, repairing faulty equipment. Only a small percentage of all of Cisco's service calls actually involve failed equipment; most calls involve usage and change issues. As a result, Cisco has crafted innovative programs aimed at proactively and consultatively addressing those challenges.

These programs include Network Supported Accounts (NSA), a premium program that provides a team of dedicated engineers to an account. The NSA team works closely with the customer's internal network design and operations groups and operates as an extension of the customer's own capabilities. These engineers are thoroughly briefed in the workings of the account. They make an initial site visit to ensure they understand the environment the Cisco equipment is supporting. They maintain extensive data about the site (topology, configuration, case status, and more). They audit and review any cases opened by the customer. And they engage in weekly calls with the customer to assess existing problems and anticipate future challenges.

Cisco as a Strategic Partner to Its Customers

Cisco's dedication to service and support has helped Cisco establish itself as a strategic vendor in major corporations worldwide. These are corporations with mission-critical internetworks, networks that demand high availability and high performance. Cisco's suite of proactive and consultative service products focus attention on every phase of network design, implementation, operation, and management to ensure that performance.

By making its knowledge base, logistics, resources, and expert systems available 24 hours a day, 7 days a week, Cisco has provided customers with service that fulfills on its promise—The Network Works...No Excuses.

Support Contract Services

Low life-cycle cost of ownership is becoming increasingly important to customers as their internetworks expand. Capital and operating costs grow as network scope and complexity increase. Cisco's ability to supply its customers with extensive internetworking solutions has allowed it to focus on the unique service requirements of large, complex internetworks. Cisco's customer support has been developed to provide flexible service alternatives for customers' campus and wide-area networks, leveraging the extraordinary qualities of the Cisco product line.

The matrix that follows summarizes the hardware and software services offered by Cisco. Following the chart are detailed explanations of each program (for details on Cisco's programs in Australia see the specific program sections).

Table 352 Cisco Support Contract Services

Description	Warranty (90 Days)	SMARTnet (also GSS)	Comprehensive On-Site (also GSS ¹)			Network-Supported Accounts
			Level 1	Level 2	Level 3	
Software Support						
Maintenance releases only	•					
Evergreen software		•	•	•	•	
24x7 registered CCO access		•	•	•	•	
24x7 TAC ² access	•	•	•	•	•	
Hardware Replacement						
5-day hardware advance shipment	•					
NBD ³ hardware advance replacement		•	•			
8x5x4 hardware advance replacement				•		
7x24x4 hardware advance replacement					•	
On-Site Coverage						
NBD ³ On-Site Coverage			•			
8x5x4 On-Site Coverage				•		
7x24x4 On-Site Coverage					•	
Advanced Support						
Designated technical support						•
Consultative support						•

1. GSS = Global Solution Services.

2. TAC = Technical assistance center.

3. NBD = Next Business Day.

The focal point of all Cisco software and hardware maintenance and support services is the Cisco Technical Assistance Center (TAC). To reach the TAC, call 800 553-2447 in the U.S. and Canada, 32 2 778 4242 in Europe, 61 2 9935 4107 in the Asia/Pacific region, or 408 526-7209 in all other areas. You can also send an e-mail to tac@cisco.com. The TAC is staffed by senior Customer Engineers who have experience with the Cisco product line and all aspects of data communications networking technology. The TAC provides worldwide technical support, 24 hours a day, 7 days a week.

SMARTnet

SMARTnet support has been developed to provide customers with software maintenance, registered access to CCO, advance replacement of hardware, and technical support required for self-maintenance.

SMARTnet support delivered by Cisco is available in the following countries:

- North America
 - United States
 - Canada
- Asia/Pacific
 - Australia
- Europe
 - Austria
 - Belgium
 - Denmark
 - Finland
 - France
 - Germany
 - Greece
 - Ireland
 - Italy
 - Luxembourg
 - Netherlands
 - Norway
 - Portugal
 - Spain
 - Sweden
 - Switzerland
 - United Kingdom

SMARTnet service includes the following features:

- Telephone callback by the Cisco Technical Assistance Center (TAC) for all calls within one hour for hardware, configuration, and software problems from 9:00 a.m. to 5:00 p.m. local time Monday through Friday excluding Cisco-observed holidays. In Australia Cisco offers Standard SMARTnet (9 a.m.–5 p.m., Monday–Friday) and Extended SMARTnet (8 a.m.–8 p.m., 7 days per week).
- 24-hour, 7-day priority 1 and 2 telephone support (per Cisco’s definitions of customer-specified problem priorities).
- Critical problem escalation
- Electronic mail inquiries and responses
- Software updates via Cisco Connection Online (CCO) or media, upon request. (Maintenance Releases only will be made available on specific products as indicated by an asterisk (*) in the Cisco Service and Support Price List.)
- One set of new manuals with each software update, or CD documentation for each unit under contract, upon request
- Registered access to Cisco Connection Online (CCO), 24 hours per day, 7 days per week
- Next-business-day delivery of replacement hardware, provided the request is received prior to 3:00 p.m. local time

All Cisco products at the customer’s locations must be registered under a Cisco SMARTnet support agreement. Defective parts must be returned to Cisco within ten days according to Cisco’s Return Material Authorization (RMA) procedure.

SMARTnet product numbers are listed in Table 353 through Table 359.

Table 353 SMARTnet for Cisco Routers

Description	Product Number
Modular Routers	
Cisco 7513	CON-SNT-7513
Cisco 7507	CON-SNT-7507
Cisco 7505	CON-SNT-7505
Cisco 7206	CON-SNT-7206
Cisco 7204	CON-SNT-7204
Cisco 7010	CON-SNT-7010
Cisco 7000	CON-SNT-7000
Cisco 7000 CIP	CON-SNT-CIP
Cisco 4700	CON-SNT-4700
Cisco 4500	CON-SNT-4500
Cisco 4000	CON-SNT-4000
Cisco 2525	CON-SNT-2525
Cisco 2524	CON-SNT-2524
Cisco 2524-DC	CON-SNT-2524

Description	Product Number
Fixed-Configuration Routers	
Cisco 2501, Cisco 2501-DC	CON-SNT-2501
Cisco 2501-LF/CF, Cisco 2501-CF-DC	CON-SNT-2501F
Cisco 2502	CON-SNT-2502
Cisco 2502-LF/CF	CON-SNT-2502F
Cisco 2503, Cisco 2503-DC	CON-SNT-2503
Cisco 2503I	CON-SNT-2503I
Cisco 2504I	CON-SNT-2504I
Cisco 2504-DC, Cisco 2504	CON-SNT-2504
Cisco 2505, Cisco 2505-DC	CON-SNT-2505
Cisco 2507, Cisco 2507-DC	CON-SNT-2507
Cisco 2513	CON-SNT-2513
Cisco 2514, Cisco 2514-DC	CON-SNT-2514
Cisco 2515	CON-SNT-2515
Cisco 2516	CON-SNT-2516
Cisco 2517	CON-SNT-2517
Cisco 2518	CON-SNT-2518
Cisco 2519	CON-SNT-2519
Cisco 2520	CON-SNT-2520
Cisco 2520-LF/CF	CON-SNT-2520F
Cisco 2521	CON-SNT-2521
Cisco 2521-LF/CF	CON-SNT-2521F
Cisco 2522	CON-SNT-2522
Cisco 2522-LF/CF	CON-SNT-2522F
Cisco 2523	CON-SNT-2523
Cisco 2523-LF/CF	CON-SNT-2523F
Cisco 1000 Series	CON-SNT-10XX
Cisco 760 Series	CON-SNT-76X
Cisco 750 Series	CON-SNT-75X
Cisco AccessPro PC Card (AP-XX(All))	CON-SNT-AP-XXX

Table 354 SMARTnet for Cisco Access Servers

Description	Product Number
Cisco 2509	CON-SNT-2509
Cisco 2509-ET	CON-SNT-2509
Cisco 2509-DC	CON-SNT-2509
Cisco 2510	CON-SNT-2510
Cisco 2511	CON-SNT-2511
Cisco 2511-DC	CON-SNT-2511
Cisco 2512	CON-SNT-2512
Cisco 5100 Access Server	CON-SNT-AS5101
Cisco 5200 Access Server	CON-SNT-AS5200
ASM/4-CS	CON-SNT-AS
CiscoRemote Software	CON-SNT-CR-xxxxx
CiscoSecure UNIX Server	
CiscoSecure UNIX server, 16 ports	CON-SNT-CS1.0-16
CiscoSecure UNIX server, 48 ports	CON-SNT-CS1.0-48
CiscoSecure UNIX server, 192 ports	CON-SNT-CS1.0-192
CiscoSecure UNIX server, 1024 ports	CON-SNT-CS1.0-1024

Table 355 SMARTnet for Cisco ATM Switches

Description	Product Number
Cisco LightStream 2020	CON-SNT-L2020
Cisco LightStream 100	CON-SNT-A100
Cisco Lightstream 1010	CON-SNT-L1010
StreamView network management software	CON-SNT-NMS-SV
ControlStream traffic management software	CON-SNT-NMS-CS

Table 356 SMARTnet for StrataCom Products

Description	Product Number
BPX Products (except BPX bundles)	CON-SNT-BPX
BPX Bundles	
BPX-AX-NR-T	CON-SNT-BPX-NR-T
BPX-AX-NR-E	CON-SNT-BPX-NR-E
BPX-AX-R-T	CON-SNT-BPX-R-T
BPX-AX-R-E	CON-SNT-BPX-R-E
BPX-AX-NR-T10F	CON-SNT-BPX-NR-T10
BPX-AX-NR-E10F	CON-SNT-BPX-NR-E10
BPX-AX-R-T10F	CON-SNT-BPX-R-T10F
BPX-AX-R-E10F	CON-SNT-BPX-R-E10F



Description	Product Number
AXIS Products (except AXIS bundles)	CON-SNT-AXIS
AXIS Bundles	
AXIS-NR-T10F	CON-SNT-AXIS-NR-T10
AXIS-NR-E10F	CON-SNT-AXIS-NR-E10
AXIS-R-T10F	CON-SNT-AXIS-R-T10
AXIS-R-E10F	CON-SNT-AXIS-R-E10
AXIS2-NR-T20F	CON-SNT-AXIS-NR-T20
AXIS2-NR-E20F	CON-SNT-AXIS-NR-E20
AXIS2-R-T20F	CON-SNT-AXIS-R-T20
AXIS2-R-E20F	CON-SNT-AXIS-R-E20
IGX Products (except IGX bundles)	CON-SNT-IGX
IGX Bundles	
IGX16-AC-R-T1	CON-SNT-IGX-16-T1
IGX16-AC-R-E1	CON-SNT-IGX-16-E1
IGX16-AC-R-Y1	CON-SNT-IGX-16-Y1
IGX8-AC-NR-T1	CON-SNT-IGX-8-T1
IGX8-AC-NR-E1	CON-SNT-IGX-8-E1
IGX8-AC-NR-Y1	CON-SNT-IGX-8-Y1
INS Products	
DNS PBX voice/data (all products)	CON-SNT-INS
DNS required license	CON-SNT-INS
DAS ISDN dial-up Frame Relay	CON-SNT-INS
DAS required license	CON-SNT-INS
FASTPAD-AC	CON-SNT-FP-AC
FASTPAD-DC	CON-SNT-FP-DC
FASTPAD-M	CON-SNT-FP-M
FASTPADMP-NA	CON-SNT-FP-MP-NA
FASTPADMP-INTL	CON-SNT-FP-MP-INTL
FASTPADMP-UK	CON-SNT-FP-MP-UK
FASTPADMP-CARD	CON-SNT-FP-MP-CRD
FASTPADLMP-NA	CON-SNT-FP-LMP-NA
FASTPADLMP-INTL	CON-SNT-FP-LMP-INTL
FASTPADLMP-UK	CON-SNT-FP-LMP-UK
FASTPADLMP-CARD	CON-SNT-FP-LMP-CRD
FASTPADMPR12-NA	CON-SNT-FP12-NA
FASTPADMPR12-INTL	CON-SNT-FP12-INTL
FASTPADMPR12-UK	CON-SNT-FP12-UK
FASTPADMPR12-DC	CON-SNT-FP12-DC

Description	Product Number
FASTPADMPR24-NA	CON-SNT-FP24-NA
FASTPADMPR24-INTL	CON-SNT-FP24-INTL
FASTPADMPR24-UK	CON-SNT-FP24-UK
FASTPADMPR24-DC	CON-SNT-FP24-DC
FastPAD Bundles	
FASTPADMP6-1-NA	CON-SNT-FP-MP6-1NA
FASTPADMP6-1-INTL	CON-SNT-FP-MP6-1IN
FASTPADMP6-1-UK	CON-SNT-FP-MP6-1UK
FASTPADMP6-2-NA	CON-SNT-FP-MP6-2NA
FASTPADMP6-2-INTL	CON-SNT-FP-MP6-2IN
FASTPADMP6-2-UK	CON-SNT-FP-MP6-2UK
FASTPADMP6-3-NA	CON-SNT-FP-MP6-3NA
FASTPADMP6-3-INTL	CON-SNT-FP-MP6-3IN
FASTPADMP6-3-UK	CON-SNT-FP-MP6-3UK
StrataSphere StrataView Plus	
StrataView Plus 727 software license (<12 nodes), Sun	CON-SNT-SV-S.727
StrataView Plus 8112 software license (<12 nodes), Sun	CON-SNT-SV-S.8112
StrataView Plus 727 software license (12 nodes), Sun	CON-SNT-SV-L.727
StrataView Plus 8112 software license (12 nodes), Sun	CON-SNT-SV-L.8112
StrataView Plus 727 SNMP Service Agent (< 12 nodes)	CON-AGT-SV-S.727
StrataView Plus 8112 SNMP Service Agent (< 12 nodes)	CON-AGT-SV-S.8112
StrataView Plus 727 SNMP Service Agent (12 nodes)	CON-AGT-SV-L.727
StrataView Plus 8112 SNMP Service Agent (12 nodes)	CON-AGT-SV-L.8112
StrataSphere Billing and Statistics	
Standalone Statistics Agent 727, Sun	CON-SNT-STAT.727
Standalone Statistics Agent 8112, Sun	CON-SNT-STAT.8112
StrataSphere Network Modeling and Design	
StrataSphere Modeler software license 720	CON-SNT-MOD.721
StrataSphere Modeler software license 810	CON-SNT-MOD.810
StrataSphere Modeler Optimizer 810	CON-SNT-OPT.810

Table 357 SMARTnet for Cisco Workgroup Products

Description	Product Number
Catalyst 5000	CON-SNT-WS-C5001
Catalyst 3200	CON-SNT-WS-C3200
Catalyst 3000	CON-SNT-WS-C30XX
Catalyst 2900	CON-SNT-WS-C290X
Catalyst 2820	CON-SNT-WS-C282X

Description	Product Number
Catalyst 2800 (2802 and 2808)	CON-SNT-WS-C280X
Catalyst 2600	CON-SNT-WS-C2600
Catalyst 2100	CON-SNT-WS-C2100
Catalyst 1900	CON-SNT-WS-C1900
Catalyst 1800	CON-SNT-WS-C1800
Catalyst 1700	CON-SNT-WS-C1700
Catalyst 1600	CON-SNT-WS-C1600
Catalyst 1400	CON-SNT-WS-C1400
Catalyst 1200	CON-SNT-WS-C1200
FastHub 100 repeaters	CON-SNT-WS-C1XX
Workgroup adapter	CON-SNT-WA-ADAPT
Workgroup ATM adapter	CON-SNT-WA-ATM
EtherSwitch Products	
EPS2115-M0XX	CON-SNT-EPS2115
PSP16-M0XX	CON-SNT-PSP16
ESF100-M001	CON-SNT-ESF100
SwitchProbes	
WS-PROBE-DFDDI-ET/TR	CON-SNT-WS-PROBEDF
WS-PROBE-SFDDI-ET/TR	CON-SNT-WS-PROBESF
WS-PROBE-SCDDI-ET/TR	CON-SNT-WS-PROBESC
WS-PROBE-DUAL-ET/TR	CON-SNT-WS-PROBEDU
WS-PROBE-ETH/TR-4M	CON-SNT-WS-PROBE4M
WS-PROBE-FE-HD-TX	CON-SNT-WS-PB-FEHD
WS-PROBE-FE-HD-FX	CON-SNT-WS-PB-FEHD
WS-PROBE-FE-FD-TX	CON-SNT-WS-PB-FEFD
WS-PROBE-FE-FD-FX	CON-SNT-WS-PB-FEFD

Table 358 SMARTnet for Cisco Internet Products

Description	Product Number
PIX (all versions)	CON-SNT-PIX
Cisco IPeXchange Internet Gateway 100	CON-SNT-IG-100X
Cisco LocalDirector	CON-SNT-LDIR
Cisco MultiNet for OpenVMS	
Cisco MultiNet for Open VMS, class 1 VAX (entry)	CON-SNT-MN-VAX-xxxxx
Cisco MultiNet for Open VMS, class 1 Alpha (entry)	CON-SNT-MN-AXP-xxxxx
Cisco MultiNet for Open VMS	CON-SNT-MN-ST-xxxxx
Cisco MultiNet-RT for Open VMS	CON-SNT-RT-ST-xxxxx
Cisco MultiNet Secure/IP for Open VMS	CON-SNT-SIP-xxxxx

Description	Product Number
Cisco Web Server	
Cisco Web Server for OpenVMS	CON-SNT-WEB-VMS-xxxxx
Cisco Web Server for Windows 95	CON-SNT-WEB-95-xxxxx
Cisco Web Server for WindowsNT	CON-SNT-WEB-NT-xxxxx
Cisco Web Server for UNIX	CON-SNT-WEB-UX-xxxxx
Cisco TCP/IP for Windows	
Cisco TCP/IP Suite 100 for Windows	CON-SNT-IPWIN-xxxxx
Cisco TCP/IP Stack 100 for Windows	CON-SNT-IPSTK-xxxxx
Cisco MultiNet OpenVMS and Windows TCP/IP Educational License	
Cisco MultiNet for OpenVMS educational license	CON-SNT-EDVMS-xxxxx
Cisco TCP/IP Suite 100 for Windows educational license	CON-SNT-EDWIN-xxxxx

Table 359 SMARTnet for Cisco Network Management Tools

Description	Product Number
AtmDirector (Solaris)	CON-SNT-ATMDIR
CiscoWorks Switched Internetwork Products	CON-SNT-NMS-SI
SwitchVision Management software	CON-SNT-SW4000
SwitchVision, RMON application module	CON-SNT-SW4300
SwitchVision, Packet Decoder application	CON-SNT-SW4400
Cisco AS5100 Manager/SNMP Console software	CON-SNT-NMS-AS51
NETscout RMON Console (for all)	CON-SNT-WS-RCON
VlanDirector (Sun or HP)	CON-SNT-VLANDIR
IPX-TCP/IP Gateway software	CON-SNT-CIJ-NT-xxxxx
CiscoWorks	
CiscoWorks for SunNet Manager	CON-SNT-NMS-SNM
CiscoWorks HP OpenView/HP-UX	CON-SNT-NMS-OVH
CiscoWorks HP OpenView/Sun	CON-SNT-NMS-OVS
CiscoWorks Blue Native Service Point-NetView	CON-SNT-BLUNSP-NV
CiscoWorks Blue Native Service Point-NetMaster	CON-SNT-BLUNSP-NM
CiscoWorks Blue Maps	
CiscoWorks Blue Maps for NetView for AIX	CON-SNT-BLUMAP-NV
CiscoWorks Blue Maps for HP OpenView on HP/UX	CON-SNT-BLUMAP-OVH
CiscoWorks Blue Maps for SunNet Manager	CON-SNT-BLUMAP-SNM

Description	Product Number
CiscoWorks Blue SNA	
CW-BLU-SNA1.0-NV-S	CON-SNT-SNA-NV-SM
CW-BLU-SNA1.0-NV-M	CON-SNT-SNA-NV-MD
CW-BLU-SNA1.0-NV-L	CON-SNT-SNA-NV-LG
CW-BLU-SNA1.0-NV-EVO	CON-SNT-EVO-NV
CW-BLU-SNA1.0-OVH-S	CON-SNT-SNA-OVH-SM
CW-BLU-SNA1.0-OVH-M	CON-SNT-SNA-OVH-MD
CW-BLU-SNA1.0-OVH-L	CON-SNT-SNA-OVH-LG
CW-BLU-SNA1.0-OVH-EVO	CON-SNT-EVO-OVH
CW-BLU-SNA1.0-SNM-S	CON-SNT-SNA-SNM-SM
CW-BLU-SNA1.0-SNM-M	CON-SNT-SNA-SNM-MD
CW-BLU-SNA1.0-SNM-L	CON-SNT-SNA-SNM-LG
CW-BLU-SNA1.0-SNM-EVO	CON-SNT-EVO-SNM
Cisco Hub Ring Manager	CON-SNT-HRM-PC
CiscoWorks for Windows	CON-SNT-NMS-CW-WIN
CiscoView	
CiscoView 3.1.1 for SunNet Manager/Solaris	CON-SNT-NMS-CV-SNM
CiscoView 3.1.1 for HP OpenView/Solaris	CON-SNT-NMS-CV-OVS
CiscoView 3.1.1 for HP OpenView/HPUX	CON-SNT-NMS-CV-OVH
NETSYS Tools	
NETSYS Connectivity Tools, 25 routers (Sun)	CON-SNT-CT-25-SUN
NETSYS Connectivity Tools, 50 routers (Sun)	CON-SNT-CT-50-SUN
NETSYS Connectivity Tools, 100 routers (Sun)	CON-SNT-CT-100-SUN
NETSYS Connectivity Tools, 100 extenders (Sun)	CON-SNT-CT-EXT-SUN
NETSYS Connectivity Tools, 25 routers (HP)	CON-SNT-CT-25-HP
NETSYS Connectivity Tools, 50 routers (HP)	CON-SNT-CT-50-HP
NETSYS Connectivity Tools, 100 routers (HP)	CON-SNT-CT-100-HP
NETSYS Connectivity Tools, 100 extenders (HP)	CON-SNT-CT-EXT-HP
NETSYS Connectivity Tools, 25 routers (AIX)	CON-SNT-CT-25-AIX
NETSYS Connectivity Tools, 50 routers (AIX)	CON-SNT-CT-50-AIX
NETSYS Connectivity Tools, 100 routers (AIX)	CON-SNT-CT-100-AIX
NETSYS Connectivity Tools, 100 extenders (AIX)	CON-SNT-CT-EXT-AIX
NETSYS Performance Tools, 25 routers (Sun)	CON-SNT-PT-25-SUN
NETSYS Performance Tools, 50 routers (Sun)	CON-SNT-PT-50-SUN
NETSYS Performance Tools, 100 routers (Sun)	CON-SNT-PT-100-SUN
NETSYS Performance Tools, 100 extenders (Sun)	CON-SNT-PT-EXT-SUN
NETSYS Performance Tools, 25 routers (HP)	CON-SNT-PT-25-HP
NETSYS Performance Tools, 50 routers (HP)	CON-SNT-PT-50-HP

Description	Product Number
NETSYS Performance Tools, 100 routers (HP)	CON-SNT-PT-100-HP
NETSYS Performance Tools, 100 extenders (HP)	CON-SNT-PT-EXT-HP
NETSYS Performance Tools, 25 routers (AIX)	CON-SNT-PT-25-AIX
NETSYS Performance Tools, 50 routers (AIX)	CON-SNT-PT-50-AIX
NETSYS Performance Tools, 100 routers (AIX)	CON-SNT-PT-100-AIX
NETSYS Performance Tools, 100 extenders (AIX)	CON-SNT-PT-EXT-AIX
TrafficDirector	
TrafficDirector for SunOS or Solaris	CON-SNT-TD-SUN
TrafficDirector for HP-UX	CON-SNT-TD-HP
TrafficDirector for IBM-AIX	CON-SNT-TD-IBM
TrafficDirector for PC Windows	CON-SNT-TD-PC
DNS/DHCP Manager and Server Suite 1000	
Cisco Server Suite 1000	CON-SNT-SS1000-xxxxx
Cisco DNS/DHCP Manager	CON-SNT-DDM-xxxxx

Table 360 lists SMARTnet product numbers for products that are no longer available from Cisco but are still supported.

Table 360 SMARTnet for Discontinued Products

Description	Product Number
ASM-CS Products	
ASM/3	CON-SNT-AS
Cisco 500-CS Products	
508-CS	CON-SNT-C8
516-CS	CON-SNT-C16
AGS Products	
AGS/2	CON-SNT-A
AGS/3	CON-SNT-A
AGS+	CON-SNT-F
MGS Products	
MGS/4	CON-SNT-M4
MGS/3	CON-SNT-M
MGS/2	CON-SNT-M
HYB, CGS and CPT Products	
CGS/4	CON-SNT-C4
CGS/3	CON-SNT-C
CGS/2-A	CON-SNT-C
CGS/2-B	CON-SNT-C
CGS/2-C	CON-SNT-C

Description	Product Number
CGS/2-D	CON-SNT-C
CGS/2-E	CON-SNT-C
CGS/2	CON-SNT-C
CPT/3	CON-SNT-CT
CPT/4	CON-SNT-CT
CPT/2	CON-SNT-CT
HyBridge-A	CON-SNT-H
HyBridge-B	CON-SNT-H
HyBridge-C	CON-SNT-H
HyBridge-D	CON-SNT-H
HyBridge-E	CON-SNT-H
Terminal Servers	
MSM/X (All)	CON-SNT-MS
IGS Products	
IGS Ethernet/Ethernet Multiprotocol Router	CON-SNT-I
IGS/R	CON-SNT-I
IGS/TR	CON-SNT-ITR
Cisco 2100 Products	
CISCO2102	CON-SNT-2102
CISCO2202	CON-SNT-2202
Workgroup Concentrator/Catalyst	
WS-C11XX	CON-SNT-WS-C1100
EtherSwitch Products	
EPS1500-XXXX	CON-SNT-EPS1500
EPS500B-XXXX	CON-SNT-EPS500B
EPS2015-M0XX	CON-SNT-EPS2015
PSMTX-0001	CON-SNT-PSMTX
RPSMTX-0001	CON-SNT-PSMTX
AGS+ Products	
AGS+/4	CON-SNT-F4
AGS+/3	CON-SNT-F
Cisco 3000 Products	
CISCO3101	CON-SNT-3101
CISCO3102	CON-SNT-3102
CISCO3103	CON-SNT-3103
CISCO3104	CON-SNT-3104
CISCO3202	CON-SNT-3202
CISCO3204	CON-SNT-3204

Comprehensive On-Site Field Service

Cisco offers Comprehensive On-Site Support service. This type of support is currently delivered by Cisco in the U.S., Canada, and Australia. Comprehensive support includes all SMARTnet services plus on-site hardware maintenance service. All Cisco products at specific customer locations must be registered under a Cisco Comprehensive On-Site Support Agreement. Cisco support customers can purchase different levels of support (SMARTnet or Comprehensive) based on the physical location of Cisco products (headquarters, branch, remote office, and so on) and different support needs at those locations. When purchasing Comprehensive support, customers must identify the exact location(s) of Cisco products to ensure that the entitled level of support is provided. Customers are also required to notify Cisco of any moves, adds, or changes to equipment under contract.

The Comprehensive On-Site Support service is available at three service levels:

- Level 1 Service (CON-LEVEL 1)
 - All services covered under SMARTnet
 - Next-business-day on-site service with parts (Monday through Friday excluding Cisco observed holidays) for on-site hardware maintenance, provided the call was placed with Cisco before 3:00 p.m. local time the prior day (second business day for calls placed after 3:00 p.m. local time).
 - All parts, labor, and material required for hardware maintenance
 - Labor for field installation of one software upgrade per contract year (does not include memory or firmware upgrades).
 - Critical problem escalation
 - Installation of all mandatory engineering and factory change notices
- Level 2 Service (CON-LEVEL 2)
 - All services covered under SMARTnet
 - Four-business-hour response time for on-site service coverage with parts from 9:00 a.m. to 5:00 p.m. local time Monday through Friday, excluding Cisco-observed holidays
 - All parts, labor, and material required for hardware maintenance
 - Labor for field installation of one software upgrade per contract year (does not include memory or firmware upgrades).
 - Critical problem escalation
 - Installation of all mandatory engineering and factory change notices
- Level 3 Service (CON-LEVEL 3)
 - All services covered under SMARTnet
 - Four-hour response time for on-site service coverage with parts 24 hours per day, seven days per week, including Cisco-observed holidays
 - All parts, labor, and material required for hardware maintenance

- Labor for field installation of one software upgrade per contract year (does not include memory or firmware upgrades).
- Critical problem escalation
- Installation of all mandatory engineering and factory change notices

Note In Australia Cisco offers Standard Comprehensive (9 a.m. to 5 p.m., Monday through Friday, 4-hour response), Extended Comprehensive (8 a.m. to 8 p.m., 7 days per week, 4-hour response) and Premium Comprehensive, 24 hour a day, 7 days per week (24x7), 4-hour response).

A 4-hour response time for Comprehensive On-Site Service is available for sites within a 50-km radius of all capital cities in Australia.

Also note the following important information regarding Cisco Comprehensive On-Site Support:

- Four-hour response time for Level 2 and Level 3 service is available within a 50-mile radius of most major metropolitan cities in the United States and Canada. *All response times are measured from the time Cisco's TAC determines that on-site hardware service is required.*
- To efficiently resolve problems and perform local hardware diagnostics, Cisco requires that the customer provide modem level access for remote sites
- Preapproval by Cisco is required for Level 2 and Level 3 support
- New four-hour response locations require a 30-day preparation period to place parts locally and notify the third-party service provider
- Replacement of defective cables external to Cisco hardware is the responsibility of the customer
- Cisco targets a 95% + success rate for on-time delivery of Comprehensive On-Site Services.

Global Solution Services (GSS)

Global Solution Services (GSS) offer multiple technical support options as well as streamlined, integrated purchasing and delivery to Cisco customers with operations in more than one country. Under GSS, multinational customers can centrally purchase Cisco products and services. When customers choose the central purchasing option for Cisco product, Cisco handles the export of the product, with local product delivery supplied by in-country partners and management provided by Cisco.

GSS customers also have two service options:

- *Single Point of Contact (SPOC) Support.* This service option is for multinational customers who want to work with a single internetworking support provider worldwide. Single Point of Contact (SPOC) support customers make one call to Cisco whenever they need support. Cisco engineers monitor the customer's service problem from initial call to closure. More than 400 customer support engineers and 4000 field engineers in more than 100 countries are available to address customer support needs.

- *Local Support.* This option is for multinational customers who want to work with a locally based Cisco authorized service provider in each country where the customer has a site. This plan provides the same level of SMARTnet and Comprehensive service as SPOC but on an in-country, decentralized basis. The key to the success of the Local Support option is Cisco's growing network of authorized Service Partners. Customers develop a support relationship with an authorized Cisco Global Solution Service Partner in each country where they have covered product. Many of Cisco's service partners are Gold or Silver certified and have been chosen for their high expertise level in providing Cisco product support and additional professional services on a local basis.

Based on specific needs at each customer site around the world, the customer may choose either the SPOC service delivery option or the local service delivery option on a per location basis.

The GSS SMARTnet product numbers are listed in Table 361.

Table 361 GSS SMARTnet Product Numbers

Service Level	SPOC Product Number	Local Product Number
Level 1 service	CON-STD-GBL	CON-STD-LOC
Level 2 service	CON-STD4-GBL	CON-STD4-LOC
Level 3 service	CON-PREM-GBL	CON-PREM-LOC

Network-Supported Accounts (CON-NSA)

In response to today's large, complex internetwork environments, Cisco has developed the Network-Supported Accounts (NSA) program to provide personalized, proactive, and consultative support to customers. NSA is a value-added service option that enhances customers' SMARTnet or Comprehensive service contracts, extending the technical services they receive from Cisco and assisting them to deploy internetworking technology quickly.

The NSA program provides a designated team of Cisco Certified Internetworking Expert (CCIE) engineers for each account who act as an extension of the customer's internal network operation and design groups. To provide proactive and consultative support, the NSA team stays current on the customer's network environment. This is achieved through constant engagement with the customer's staff as well as access to the customer's current network topology maps and configuration information.

One NSA team member becomes the primary point of contact for all of the customer's technical support needs, both proactive and reactive. The other members of the NSA support team function both as additional resources and as backups for the primary contact.

The NSA team strives to ensure the customer's success by providing a variety of services to complement Cisco's standard support programs.

Installation Services

Installation services include the following:

- SMARTinstall
- Global Solution Services Installation
- On-Site Installation Service for StrataCom Products

SMARTinstall

SMARTinstall provides on-site support and remote technical assistance for network connectivity. Installations are available in the United States, Canada, and in specific international cities for multinational customers. Installations are performed from 9:00 a.m. to 5:00 p.m. Monday through Friday, excluding Cisco-observed holidays or locally observed holidays outside of the U.S. and Canada. For U.S. and Canada installations, the Cisco On-Site Services Team will acknowledge receipt of a customers' SMARTinstall order by sending a site preparation guide and a confirmation letter.

SMARTinstall product numbers are listed in Table 362.

Table 362 SMARTinstall

Product	Product Number
Cisco 7000 series products	SMRT-INST-C7000
Cisco access servers-AS5101, AS5200	SMRT-INST-AS5000
ATM switch products-LightStream products	SMRT-INST-ATM
Cisco 4000 series products	SMRT-INST-ACCESS
Cisco 2500 series products	SMRT-INST-ACCESS
Cisco AccessPro PC card	SMRT-INST-AP
Cisco 1000 series products	SMRT-INST-C1000
Cisco 750 series products	SMRT-INST-C750
Workgroup Concentrator/Catalyst	SMRT-INST-CATALYST
Workgroup adapter products	SMRT-INST-ATMADAPT
EtherSwitch products	SMRT-INST-EPS

Global Solution Services Installation

GSS Installation Services are available to multinational customers. Additional charges may be applicable for installations performed outside of the United States and Canada that are not within 75 kilometers of a Service Partner or Cisco service center. Expedite fees are applicable for Cisco installations after hours, on weekends, and on Cisco-observed or locally observed holidays.

GSS installation product numbers are listed below:

- GSS installation SPOC—**CON-INST-GBL**
- GSS installation Local—**CON-INST-LOC**

On-Site Installation Service for StrataCom Products

This service provides onsite hardware and software installation for StrataCom products only. It ensures the smooth addition of equipment to wide-area digital networks. The service is available worldwide and includes the following:

- Hardware installation
- Software installation
- Configuration
- System testing
- System cutover

Table 363 lists the product numbers for onsite installation services.

Table 363 On-Site Installation Services for StrataCom Products

Description	Product Number
On-site installation per shelf-AXIS	BS-IC-AXIS
On-site installation for BPX-REDUNDANT	BS-IC-BPX-REDUNDAN
On-site installation for BPX	BS-IC-BPX
On-site installation for IGX 8 or IPX 8	BS-IC-IGX/IPX-8
On-site installation for IGX 16 or IPX 16	BS-IC-IGX/IPX-16
On-site installation for IGX 32 or IPX 32	BS-IC-IGX/IPX-32
On-site installation for FastPad	BS-IC-FP
On-site installation for INS-DNS	BS-IC-INS

Cisco Connection Online

Cisco Connection Online (CCO) is Cisco's industry-leading online support and information service, available 24 hours a day, 7 days a week. CCO provides users with a wealth of up-to-date information, with hundreds of new documents being added or updated each month. And CCO provides the most comprehensive collection of online technical resources in the industry. In the recent user survey conducted by Data Communications magazine, Cisco ranked number one among internetworking vendors for quality of online services.

Real-Time Online Support and Information Service

Cisco has responded to the mission-critical needs of customers and partners by providing access to its online technical information service, including Cisco's internal service databases. As Cisco's leadership and expertise in the internetwork industry have increased, so have its online service offerings. Today, Cisco Connection Online (CCO) provides the most comprehensive collection of online technical resources in the industry. This paradigm enables customers and partners to define the information they need and the way in which it will be delivered and helps to ensure a free flow of information.

Link Directly into a Wealth of Information

CCO provides a wealth of information:

- To make all of Cisco's information, services, and support available to its global customers, partners, and employees on demand
- To deliver faster problem response
- To improve user productivity
- To significantly lower the cost of doing business

CCO Access Levels

CCO provides two levels of access:

- Guest access for the general public
- Registered access for customers who have either purchased a SMARTnet or Comprehensive support contract from Cisco or been sponsored by a Cisco-authorized partner

Guest users have access to general company and product information. Registered users have access to all information at the Guest level, plus additional in-depth information and advanced online applications and services.

Customers and partners can access CCO today as Guest users at <http://www.cisco.com> and register online with a Cisco service contract number or partner-provided account number. For other access methods, call the Cisco Technical Assistance Center at 800 553-2447 in the U.S. and Canada, 32 2 778 4242 in Europe, 61 2 9935 4107 in the Asia/Pacific region, or 408 526-7209 in all other areas. You can also send e-mail to tac@cisco.com or contact the Cisco partner from whom the product was purchased.

Electronic Commerce Agents

Cisco Commerce Agents are unique applications designed specifically for Cisco customers and partners. Commerce Agents offer a number of features and benefits that allow easy access to critical business data online at any time, from anywhere in the world.

Status Agent provides quick and easy access to current information on Cisco orders. This application simplifies and enhances the ability to track the progress and status of Cisco orders 24 hours a day, 365 days a year.

Pricing Agent allows direct customers to access Cisco's online Price List. Price searches can be based on product family, product description, or product number. An additional feature allows customers to download the entire price list to a computer.

Configuration Agent offers searches of configurable Cisco products and the creation of product configurations online.

Service Order Agent assists customers and partners in getting status on their service orders and links directly to Cisco's service order management database. This feature allows them real-time access to the status of their service orders.

Registration for Commerce Agents Access

To register for the Commerce Agent applications, customers or partners must provide valid purchase orders or sales order numbers and corresponding billing addresses. In addition, they must be employees of the company being billed.

For more information about Cisco's Commerce Agents, contact the Electronic Commerce Group at commerce-agents@cisco.com.

Internetworking Product Center

Cisco's Internetworking Product Center (IPC) is a Web-based application located in CCO within the Cisco MarketPlace. IPC allows users to configure, price, route, and submit electronic orders for Cisco products and services via the World Wide Web.

IPC offers numerous benefits, including access to extensive product configuration and pricing information, order verification, and online order submission capabilities.

Users can access the Internetworking Product Center in one of two ways:

- Register for Commerce Agents via CCO

Users first go to <http://www.cisco.com>, click on Register, then select Commerce Agents and complete their user profiles. For security purposes, users will then be prompted for valid purchase order numbers and billing addresses.

- Submit an Electronic Commerce Agreement

A signed copy of this agreement (available online at <http://www.cisco.com/warp/customer/437/eca.html>) should first be forwarded to the appropriate Cisco Customer Service Representative in hard-copy form only. This document allows companies to designate individuals who can submit orders electronically to Cisco.

Access IPC via Cisco Connection Online (<http://www.cisco.com>) under the Products and Ordering section in the Cisco Marketplace.

Professional Network Consulting and Certification

Professional Network Consulting

Cisco Systems offers professional network consulting for customers who require onsite technical support during the planning and implementation of their internetworks. The Cisco network consultant will evaluate customers' present and future networking needs, covering such areas as anticipated network performance, future viability of internetworking existing protocols, preinstallation concerns, and a recommended network design. Customers requesting consulting services should provide brief statements of work. For more professional network consulting information, contact your local Cisco sales representative or Global Service Manager.

Network Audit for StrataCom Products

For Cisco customers who need a tool to improve overall WAN system performance, Cisco offers Network Audit. This service is offered for StrataCom products only and is available worldwide. It provides a remote audit of the customer's network to evaluate system configuration, performance, and usage by an expert team of Cisco engineers.

Typically the information access portion of a Network Audit is performed over a one-week period. This allows Cisco to evaluate a representative sampling of usage patterns and tailor recommendations to specific situations. Cisco takes an accurate, detailed, up-to-the-minute "snapshot" of key aspects of system configuration, resource allocation, and bandwidth usage.

Cisco engineers use this information to develop a Network Audit Report including an executive summary and overview; explanation and analysis of resources; comprehensive, color-coded charts; network, domain, and node-level summaries, and a complete listing of the team's findings and recommendations.

This is a per-incident service and is not an annual contract. Pricing for this service is dependent on network size. Please contact your local Cisco account manager for more information.

Table 364 provides a list of product numbers for StrataCom Network audits.

Table 364 StrataCom Network Audit Product Numbers

Description	Product Number
StrataCom network audit (up to 25 nodes)	BS-NETAUD-25
StrataCom network audit (26-40 nodes)	BS-NETAUD-40
StrataCom network audit (41-60 nodes)	BS-NETAUD-60
StrataCom network audit (61-80 nodes)	BS-NETAUD-80
StrataCom network audit (81-100 nodes)	BS-NETAUD-100
StrataCom network audit (100+ nodes)	BS-NETAUD-PLUS
StrataCom network audit additional copy	BS-NETAUD-REP

CCIE Program

Developed to complement Cisco's existing support programs, Cisco offers the Cisco Certified Internetwork Expert (CCIE) program. The CCIE program is designed to provide customers' technical staffs with a defined level of knowledge that meets the internetworking challenges of supporting mission-critical networks.

The CCIE program provides the following:

- A definition of "expert-level" technical knowledge and skill
- State-of-the-art methods to evaluate this knowledge and skill
- Enhanced services targeting the needs of these trained and Cisco accredited engineers

Required Evaluations

To earn the title of Cisco Certified Internetwork Expert, candidates must satisfactorily complete all requirements. Requirements are as follows:

- CCIE Qualification Test, two hours
- CCIE Certification Laboratory, two full days

Enrollment

To inquire about training class and lab schedules, to enroll in the CCIE Certification Lab, or to request additional information, contact your account representative/distributor or Cisco directly as shown in the following table.

Location	Phone	Fax	Internet
U.S./Canada/Pacific Rim/ South America	800 553-NETS (6387) or 408 526-4000 outside North America		cs-rep@cisco.com
Europe (Contact: Ingrid Landmeters)	+32 2 778 4276	+32 2 778 4300	ilandmet@cisco.com

Noncontract Services

Cisco offers noncontract services including telephone support, field service support, advance replacement parts, and factory repair and return.

24-Hour Telephone Support

24-hour telephone support is available from Cisco. Noncontract telephone support will be billed at the prevailing Time and Materials rates. All noncontract calls will be handled on a “first-come, first-served” basis, with response time dependent on Cisco resource availability.

Noncontract On-Site Field Service Support

Cisco will perform onsite remedial hardware service for noncontract customers. The labor and travel charges for noncontract remedial service calls will be subject to the current Time and Materials rates. The parts used will be billed at the prevailing Advance Replacement rates. Full list price will be charged for any additional items required or where a returned failed part is unrepairable. Response time will be on a best-effort basis.

Advance Replacement Parts

Cisco can provide advance replacement parts for all Cisco-manufactured products. Advance replacement parts are shipped prepaid overnight express, provided the request is received prior to 3:00 p.m. Pacific time. Cisco assumes that the customer has properly isolated the failed unit prior to requesting the advance replacement.

- If the defective part is not returned to Cisco within 10 working days, the customer will pay the current list price less the Advance Replacement price
- All returned parts become the property of Cisco
- All advance replacement parts have a 30-day factory warranty
- Customers are responsible for shipping costs when returning parts to Cisco
- Advance replacements may be subject to Cisco’s equipment inspection policy
- Advance replacement parts may be new or equivalent to new

Factory Repair and Return

Cisco provides repair for all of its products at its repair center. All repairs are completed by factory-trained technicians. Repairs are diagnosed and tested under the same criteria as those specified by the original manufacturing process.

How to Contact Cisco for Service

Table 365 provides phone numbers, fax numbers, and e-mail addresses for contacting Cisco for service and technical assistance.

Table 365 Cisco Service Contacts

Contact	Phone	Fax	E-Mail
Technical Assistance Center Technical advice and assistance Product diagnosis and repair	800 553-24HR (2447) or 408 526-7209	408 526-8787	tac@cisco.com
Technical Assistance Center (Asia/Pacific) Technical advice and assistance Product diagnosis and repair	+61 2 9935 4107	+61 2 9954 9453	asiapac-tac@cisco.com
Technical Assistance Center (Europe) Technical advice and assistance Product diagnosis and repair	+32 2 778 4242	+32 2 778 4300	euro-tac@cisco.com
Customer Services (Worldwide) Information regarding products or services Order status or changes Training enrollment Software upgrades Express Cisco Connection Online (CCO) registration and help	800 553-NETS (6387) or 408 526-7208	408 526-7118 408 526-7117	cs@cisco.com cs@cisco.com cs@cisco.com training-enrollment@ cisco.com cs@cisco.com express@cisco.com cs@cisco.com or cio-help@cisco.com
On-Site Services SmartInstall Equipment moves, adds, or changes Equipment upgrades	800 829-2447 or 408 526-8750	408 526-7550	oss-team@cisco.com

