

Frequently Asked Questions



1. SERVICE DETAILS

1.1 What is Cisco SMB Support Assistant?

Cisco SMB Support Assistant is the newest addition to Cisco’s Technical Support Services portfolio and the first step toward a comprehensive service program for small and medium-sized businesses, primarily those with 250 users or less.

1.2 Who is Cisco SMB Support Assistant Designed For?

Cisco SMB Support Assistant is for small and medium-sized businesses that require basic support on select Cisco devices running basic routing, switching, wireless, security and VPN applications. It is designed for timely resolution of problems associated with the typical small and medium business. The Cisco SMB Support Assistant program delivers cost-effective industry leading technical support that aligns with your network and business environments.

1.3 Why is Cisco offering Cisco SMB Support Assistant?

Cisco SMB Support Assistant combines basic diagnostic and troubleshooting assistance with Next Business Day Advance replacement, where available (otherwise Same Day ship) to deliver you cost effective basic support for Cisco devices running low complexity applications. It provides you with access to Cisco SMB technical assistance, expertly trained engineering teams are ready to help diagnose and troubleshoot problems related to the operation of your Cisco device. Cisco SMB Support Assistant helps to ensure your network uptime and availability by providing software support for your covered Cisco devices. Included with your hardware purchase is a license for a current version of Cisco OS Software. Cisco SMB technical assistance agents can give you access to software patches appropriate to your device whenever necessary.

1.4 What are the service components of this program?

Service components
Open a Service Request (case) 24 hours a day, 7 days a week; Cisco SMB technical assistance agents will respond within one business day
Next Business Day Advance Replacement, where available, otherwise Same Day Ship*
Operating System Bug Fixes for SMB Support Assistant (when required)
Management tools designed specifically for SMBs: Start-up and Configuration Assistance, Basic Health Checks and Troubleshooting, Inventory and Contract Management

*Parts are shipped the same business day between 9.a.m. and 5 p.m. This service depends on availability and whether request is received and Cisco’s diagnosis and determination for the failed hardware is made before 3 p.m. local depot time. In the event that Next Business Day delivery is not available for the location of the failed part, the delivery time will vary. Please consult your Cisco Account Manager, Authorised Cisco Reseller or review the Service Availability Matrix at <http://tools.cisco.com/apidc/sam/search.do> for a complete listing of delivery options in your area.

1.5 What are the program details?

Details	Cisco SMB Support Assistant
Entitlement	All new equipment purchases on identified products. Please see below for identified product list.
List Price	See your Cisco Authorised Distributor
Standard Contract Term	One (1) year, renewable

1.6 What are the technologies covered by Cisco SMB Support Assistant?

Cisco SMB Support Assistant supports basic routing and switching applications running on the following Cisco products:

Routers	SOHO Routers	Wireless Products	Switches	Firewall Products
1700 1800 2600 2800	800BB 800TRAD	AIR 100 AIR 1200 AIR 1300 AIR 1400 AIR340 AIR350 AIRAP AIRBR AIRCA AIROLD	C2900XL C2940 C2950 C2970 C3500XL C3550 C3560	PIX-501 PIX-506 PIX-515

1.7 What technologies and applications are NOT supported under Cisco SMB Support Assistant?

Cisco SMB Support Assistant will not support Voice over IP (VoIP) and Quality of Service (QoS). If you are running these advanced technologies, Cisco SMARTnet is the best option for your support needs.

2. SUPPORT PROCESSES

2.1 How do I access the Cisco SMB Technical Assistance Centre (TAC) to solve a problem?

Cisco SMB Support Assistant customers can access Cisco's SMB TAC via phone. For a complete listing of SMB TAC phone numbers, please go to <http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

At the time you initiate contact with Cisco SMB TAC, you will be asked to provide:

- Your contract number
- Serial numbers of the main chassis and any serialised components
- Model number of the product and its hardware configuration
- Physical location of the product
- An address to which the service confirmation will be sent
- A phone number and email address where the Cisco SMB technical assistance agent can contact you during regular business hours and within one business day from the time your case is opened.

If you still have access to the internet, you may also choose to open a SMB TAC case through the Cisco SMB Support Assistant Portal by sending an email to tac@cisco.com. Please provide this information in your email:

- Contact name
- Contact phone number
- Contact Cisco.com userid (if one exists)
- Contact email address
- Contract number
- Serial number
- Product type (Model number)
- Software version
- Company name
- Equipment location (address)
- Brief problem description

All SMB TAC cases will be assigned a case number for future reference.

2.2 How do I request an advance parts replacement, a Return Material Authorisation (RMA)?

If a Cisco SMB technical assistance agent determines you have experienced a hardware failure, you will receive advanced replacement of the failed part(s). Cisco will ship you replacement hardware according to the depot availability in your country. Replacement hardware may be either new or equivalent to new.

The Cisco SMB technical assistance agent will issue you a return material authorisation (RMA) number and provide you information regarding the advanced replacement shipment. Returns of the defective parts must be shipped within 10 days of the receipt of the issuance of the RMA number or the recovering business unit will be invoiced for the replacement unit.

2.3 Who is responsible for returning defective parts that have been replaced?

Customers are responsible for obtaining a Return Materials Authorisation (RMA) number to return the defective product, and supplying the return parts to the freight carrier for shipment back to Cisco. The process is as follows:

- The Cisco SMB technical assistance agent will issue you a return material authorisation (RMA) number and provide you information regarding the advanced replacement shipment.
- The SMB TAC will ship a part to the location of the failed part based on the Next Business Ship service level.
- Returns must be shipped within 10 days of receipt of the issuance of the RMA number or the recovering business unit will be invoiced for the replacement unit.
- Returns must agree exactly in the number, type, and serial numbers associated with the RMA transaction. Please pack parts properly and include a description of the failure and written specification of any other changes or alterations.

2.4 How do I register for Cisco.com Guest Access?

Guest access to Cisco.com is available to all Cisco SMB Support Assistant users. Cisco.com provides users with wide range of online tools and knowledge transfer resources.

- Go to www.cisco.com with your contract number and click on "Register".
- Enter all the information requested in each field.
- Under "Register for Additional Services" click on the box for "Service Contract Owner". Follow remaining instructions for registering for your Cisco.com Guest User ID. Your Cisco.com Guest Access will be activated within 24 hours.
- If you are a Network Administrator or Internetworking Engineer, contact your Cisco Service Contract Manager after you have registered in order to update your user profile with appropriate service contract information.
- If you are experiencing problems with Cisco.com, please send an email to cco-team@cisco.com

2.5 What is the definition of Next Business Day (NBD)?

NBD means that parts are shipped the same business day for next business day arrival between 9 a.m. and 5 p.m. where available, provided the request is received and Cisco's diagnosis and determination for the failed hardware is made before 3 p.m. local depot time.

2.6 Cisco SMB Support Assistant Portal: <http://tools.cisco.com/Support/SMBSA/Login.do>

This site provides Cisco SMB Support Assistant customers with access to tools designed specifically for small and medium businesses: Start-up and installation, health checks and trouble shooting, and inventory and contract management.

3. PRICING

3.1 How is Cisco SMB Support Assistant priced?

Cisco SMB Support Assistant pricing is a flat rate, per-device, chassis-based, methodology (i.e., there is a charge applicable to each chassis type and that charge will apply to any configuration of that chassis). This methodology, based on common features and configurations, is to simplify usage. It should be ordered on a line-item basis.

3.2 Where can I get Cisco SMB Support Assistant pricing?

Cisco SMB Support Assistant is available only through Authorised Cisco Distributors. Please contact your Cisco Authorised Distributor for pricing.

4. MORE INFORMATION

4.1 Who can I contact for more information on this program?

You can contact your Cisco Channel Service Account Manager or Cisco Authorised Distributor. If you need more information on this program or visit www.cisco.com/go/ap/smbasa



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