



Choose the Wireless Network Support You Need as You Need It

Keeping your wireless network up and running securely and efficiently is important. So is having the flexibility to choose the level of support that is right for your deployment. With Cisco® Wireless Systems Level Support, you can guard against vulnerabilities, keep customers connected and collaborating, and select the right mix of services for your initial system purchase while keeping the freedom to update it as your network grows.

How You Benefit from Cisco Services

- **Access Cisco experts:** Connect directly to the Cisco TAC, staffed by thousands of certified and experienced technical professionals ready to help.
- **Get online support:** Access extensive support resources 24 hours a day, 365 days a year through Cisco's online knowledge base, communities, resources, and tools.
- **Gain intelligent diagnostics:** Have critical insight immediately with embedded technology, alerting Cisco engineers to problems on enabling devices.
- **Keep up to date:** Download the latest minor and major software releases to get the software features and functionality for your access point adder licenses.
- **Receive new operating system updates:** Get the latest software updates for both minor and major operating system releases for your controller and licensed access points.

Holistic System Support with Pay-as-You-Grow Flexibility

Get support from Cisco's award-winning Technical Assistance Center (TAC) for your wireless controllers and wireless access points. As you add access points to your wireless network, purchase access point adder licenses and cover them with Cisco Software Support Service (SWSS) so you can get the latest software updates and upgrades pushed from your controller to your access points, keeping your wireless investment up-to-date and protecting against attacks. SWSS can be ordered using ECMU in Cisco ordering tools.

Safeguard your investment in your wireless system by adding Smart Net Total Care™. This support offer provides RMA for the controller and software updates and upgrades, access to Cisco TAC, 24 hours a day, 365 days a year, and Cisco online resources for both the controller and access points up to the number of access point licenses loaded with the controller at time of purchase. Choose faster advance hardware replacement options (as few as two hours) for your access points beyond Limited Life Time Warranty by upgrading to Smart Net Total Care.

Which Service Is Right for You?

Device Type	Cisco Support Offers	You Receive		
		RMA Multiple Options	TAC Cisco.com	Operating System Updates and Upgrades
Controller with access point licenses* based on number of access point licenses sold with your controller	Smart Net Total Care	Controller only	●	●
Managed access points	Smart Net Total Care	●	–	–
Adder licenses**	Software Support Service (SWSS)	–	●	●
Mobility Express-enabled access point and up to 25 access points	Smart Net Total Care	Mobility Express-enabled access point	●	●
Autonomous access points	Smart Net Total Care	●	●	●

*Covers access points up to the number of licenses purchased with your controller.

**To provision additional access points on the controller, additional licenses and services are required.

Next Steps

- Find more details about [Cisco Support Services](#).
- Learn more about [Cisco wireless products and services](#).
- Contact your local Cisco sales representative with any questions.