

Cisco Services Compared to Warranty

	Cisco Warranty	Cisco SMARTnet Service	Cisco Smart Foundation Service	Cisco Smart Care Service ¹	Cisco SMARTnet Service for SBCS	Cisco Unified Communications Operate Services	Cisco Software Application Support Services
Equipment Covered	All	All ⁶	Select Cisco SMB-class products are supported	Cisco commercial-class foundation, security, and voice products are supported	Offered for the Cisco Unified Communications 500 platform and supports up to 48 users	Unified Communications products	None
Duration	Standard Hardware: 90 days (specific products 1 year / limited lifetime) ² Standard Software: 90 days ²	Renewable contracts	Renewable contracts	Renewable contracts ³	Renewable contracts	Renewable contracts	Renewable contracts
Cisco Technical Assistance Center (TAC) Support	No	Yes	During normal business hours (8am – 5pm) Response within 1 business day from SMB TAC	Yes	Yes	Yes	Yes
Cisco Operating System Updates	No ⁴	Yes	No, bug fixes or patches only	Yes	Yes	Yes	No
Software Application Updates	No	No	No	Yes	Yes	Yes	Yes
Software Application Upgrades	No	No	No	No	Yes	No ⁵	SASU includes upgrades
Registered Access to Cisco.com Online Tools / Resources	No	Yes	Smart Foundation Portal	Yes	Yes	Yes	Yes
Hardware Replacement	Advance Replacement (10 days) ²	Next business day: 8x5x4, 24x7x4, 24x7x2 options	Next business day as available, otherwise same day ship	Next business day as available, otherwise same day ship	Next business day as available, otherwise same day ship	Next business day: 8x5x4, 24x7x4 delivery options as available Onsite options: 8x5x4, 24x7x4	No
Smart Services Diagnostics and Alerts	No	Yes on select devices	No	Yes	No	No	No

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.