



**CISCO TECHNICAL SUPPORT SERVICES—
EXTENDING NETWORK INTELLIGENCE THAT
PROTECTS YOUR NETWORK INVESTMENT. now.**

AWARDS FOR CISCO TECHNICAL SUPPORT SERVICES

 The Year's Ten Best Web Support Sites	Cisco TAC Web The Best Web Support Sites Association of Support Professionals
	Cisco CCIE Best Overall Certification Program CertCities.com First Annual Readers Choice Awards Winners
	Advance Replacement Sparing Top Ten Significant Improvements in Service Management Award Association of Field Service Management International
	Advance Replacement Service Dispatch 2002 Best Overall Supply Chain Award Logistics Europe Magazine 2002 High-Tech & Electronics Supply Chain Excellence Award Logistics Europe Magazine

Changing business demands and new application requirements increase the complexity of your network environment. As network complexity grows, so does the number and the skill level of resources required to maintain high-quality network performance and availability. Whether you are a large organization, a commercial business, or a service provider, you need the kind of support expertise that can help improve your productivity, increase your operational efficiency, and help maximize the return on your network investment. Cisco® Technical Support Services help to ensure that your Cisco products operate efficiently, remain highly available, and benefit from the most up-to-date system software to assist you in effectively managing your network service while controlling operational costs.

Whether you need reliable day-to-day network support or fast resolution to critical network issues, Cisco Technical Support Services such as Cisco SMARTnet®, Cisco SMARTnet Onsite, Cisco SP Base, and Cisco Software Application Services complement your in-house resources with Cisco expertise. Cisco Technical Support Services help protect your network investment and maximize availability for systems running mission-critical applications by:

- Making Cisco technical knowledge and resources available to you
- Providing Cisco expertise in a broad range of networking environments and technologies, including voice, video, and data communications
- Creating a proactive support environment with software updates to help keep your network reliable and up-to-date
- Augmenting the resources of your technical staff to complement your in-house capabilities
- Providing remote technical support with onsite hardware replacement options to provide the correct mix of support where and when you need it

CISCO TECHNICAL SUPPORT SERVICES

Cisco SMARTnet, SMARTnet Onsite, and SP Base

- Improves uptime
- Increases productivity
- Protects investment
- Helps ensure hardware availability (option for SP Base)

Cisco Software Applications Services

- Reduces the total cost of ownership of software applications
- Maximizes network/application availability, reliability, and stability

Immediate Access to the Ultimate in Technical Support for Your Cisco Equipment

For leading-edge services to extend and enhance the operation of your Cisco products, Cisco SMARTnet support is the obvious choice. For common network issues or complex network problems, Cisco SMARTnet support helps provide you with immediate access to vital information and assistance when you need it with:

- Ongoing system software updates that enable you to efficiently evolve your network infrastructure to address ever-changing business needs and to help increase the return on your original hardware investment
- Rapid technical problem support with around-the-clock, global access to the Cisco Technical Assistance Center (TAC) for expert technical engineers to help you resolve your network problems—online or on the telephone
- Standard, next-business-day advance hardware replacement—additional replacement options, some as fast as two hours (subject to availability)
- Registered access to Cisco.com for powerful online tools and information

CISCO IOS SOFTWARE SUPPORT

Installing new maintenance releases, patches, or version updates of Cisco IOS Software enhances and extends the life of your Cisco devices by delivering:

- Improved security
- Increased performance
- Bandwidth management
- New protocol support
- Greater interoperability

ADVANCE HARDWARE REPLACEMENT

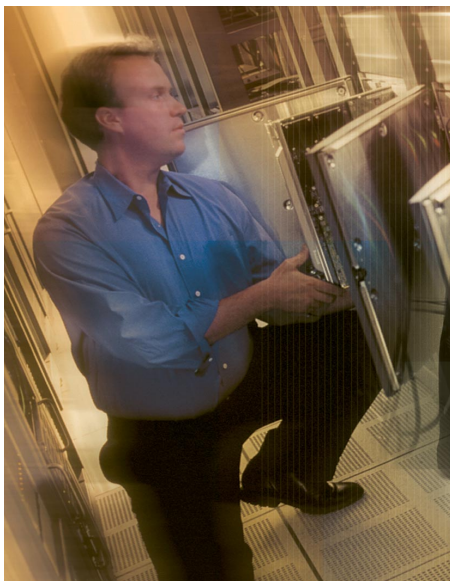
Expedites delivery of replacement hardware to:

- Help maintain your network operations
- Support your risk mitigation plans

CISCO SMARTnet ONSITE

The Additional Onsite, Parts Replacement Support You Need

Cisco SMARTnet Onsite support includes all the benefits of Cisco SMARTnet support, and provides the added assurance of a trained field engineer who installs replacement parts at your site. Cisco SMARTnet Onsite support takes advantage of Cisco technology expertise and Cisco best practices to help ensure that your network operates at the highest levels of availability and performance. A Cisco-trained field engineer will arrive within the preselected timeframe to install the equipment.



ONSITE FIELD ENGINEER

Cisco highly trained and certified onsite engineers provide:

- Accurate and faster advance network parts installation
- Improved network staff readiness and skill levels
- Reduced staffing requirements

CISCO.COM

This award-winning, industry-leading online support and information service includes comprehensive database and knowledge transfer resources, interactive consulting tools, and a robust set of technical tools and product information that increase self-sufficiency and productivity. These deliverables include:

Productivity tools and software support

Software Advisor—Addresses the common question, “What software do I need?”

Interactive software management tools—Provides patch information and error notifications

Internet commerce tools—Purchase Cisco products and services, check order status, and use the enhanced Web-based configuration tool

Peer-to-peer online forums—Extends your access to peers in your industry and allows you to have technical discussions with engineers (many with CCIE certification).

Automated troubleshooting tools and support

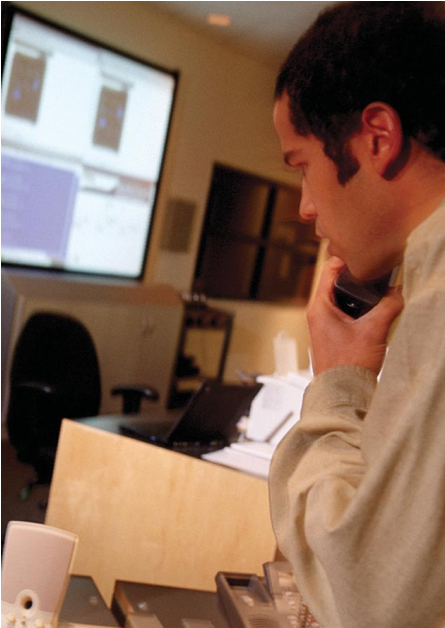
Technical Support Advisor—Find personalized support resources by task, product, and software. Automated troubleshooting tool that focuses on high-volume, low-complexity network issues

TAC Case Collection—Interactively identifies and troubleshoots common hardware, configuration, and performance issues

Software Bug Toolkit—Make informed decisions about which specific software version to use. Sign up to receive proactive bug notifications, based on your network profile, that will inform you of software bugs that could impact your network.

Product Alert Tool—Set up a profile to receive e-mail updates about reliability, safety, network security, and end-of-sale issues for the Cisco products you specify.

CISCO SP BASE



Expert Technical Support for Service Providers

Designed for the unique needs of Cisco service provider customers, Cisco SP Base offers the first step in providing the support you need to help keep your network up and running. Cisco SP Base offers:

- Priority, 24 x 7 x 365 access to the Cisco TAC with service-provider-focused engineers who are trained in data, voice, and video technologies—online or via telephone
- Ongoing Cisco IOS® Software updates to help efficiently evolve your network infrastructure to address ever-changing business needs
- Registered access to Cisco.com for an array of powerful online tools and product information
- Multiple advance hardware replacement options to reduce potential network risks and maximize uptime—ranging from two hours to next business day
- The option of return-to-factory hardware parts replacement usually within ten business days to help ensure your inventory of spare parts is replenished

In addition to this comprehensive support, options include adding advance replacement services, with or without an onsite field engineer, to address hardware problems quickly and cost effectively.

CISCO TAC

Available on the Web or on the telephone, Cisco TAC engineers are among the best in the industry.

Cisco TAC offers:

Highly skilled staff—More than 1000 highly trained customer support engineers, 390 CCIE® certified professionals, and access to over 13,000 research and development engineers

Superior expertise—A breadth of experience in numerous networking environments (including voice, video, and data communications) and technologies (including access, Cisco IP telephony, LAN switching, optical networking, security solutions, content delivery networking, SANs, and wireless)

Knowledge transfer resources—Enhances in-house technical skill levels

Sophisticated call routing—Quickly routes you to the correct technology expert

Cisco Live—Turns a simple phone call into an interactive collaboration session

Available Around-The-Clock—24 x 7 x 365

In addition, extensive Cisco labs provide an invaluable engineering resource and knowledge base for training, product information, and testing of network issues.

CISCO SOFTWARE APPLICATION SERVICES

SOFTWARE APPLICATION SERVICES

Helps you respond to new opportunities and challenges with:

- Continuous application software enhancements and maintenance releases
- Easy access to the latest application software updates via Cisco.com or the product upgrade tool

Software Application Support to Help You Maximize Your Application Technology Investment

With around-the-clock access to technical support and software upgrades and updates, Cisco Software Application Support (SAS) and Cisco SAS plus Upgrades (SASU) support your application technology investments by helping you:

- Reduce the cost of ownership of software applications with Cisco expertise and knowledge of the software application and underlying operating system and middleware
- Increase customer satisfaction by helping your network or application availability, reliability, and stability
- Improve internal resources productivity through access to the Cisco knowledge base
- Ensure that you have access to the latest software application functions—security, performance, and more
- Provide timely problem resolution 24x7 through access to Cisco technical expertise

Cisco Software Application Support (SAS)

24x7 technical assistance from the Cisco TAC via telephone and online access, online tools plus bug fixes, and minor releases for the software application—all for one annual fee.

Cisco Software Application Support plus Upgrades (SASU)

All the features of Cisco SAS plus major releases (upgrades) for the software application—all for one annual fee. To help maximize the support of your Cisco network, you should purchase Cisco SMARTnet support or Cisco SP Base support for your hardware support needs, in addition to Cisco SAS or SASU for your Cisco software applications.

Please Note: A minor release provides maintenance fixes and additional software features. A major release includes new software features and functions.



Elements in Cisco Technical Support Services:

	Cisco SMARTnet	Cisco SMARTnet Onsite	Cisco SP Base	Cisco SAS	Cisco SASU
Cisco TAC	✓	✓	✓	✓	✓
Registered access to Cisco.com	✓	✓	✓	✓	✓
Cisco IOS Software support (major, minor, and maintenance releases)	✓	✓	✓		
Advance hardware replacement	✓*	✓*	✓*		
Field engineer		✓	Available**		
Application software maintenance releases				✓	✓
Application software minor releases					✓
Application software major releases					✓

* Various service levels available

** Available in conjunction with Advance Hardware Replacement

TAKE ADVANTAGE OF THE CISCO PARTNER NETWORK



Best-in-Class Support

Cisco has a global and specialized partner network that extends the Cisco Technical Support Services program that can provide optimal support and maintenance for your network. As a result of the linkage between Cisco and its partners, you can receive efficient and effective service and support with the satisfaction of having a single point of contact for your multivendor networking solutions—and the comfort of knowing your service solutions are supported by Cisco expertise.

CISCO SYSTEMS DEDICATION



Comprehensive Services from the Start

Cisco is committed to helping you maximize the return on your network investment wherever possible with services that help to ensure that your Cisco products can operate efficiently, remain highly available, and benefit from the most up-to-date software. To take full advantage of the benefits offered by Cisco Technical Support Services, it is important to begin your coverage on the day you purchase your hardware. In this way, you quickly gain the comprehensive support solutions you need to help improve your productivity, increase your operational efficiency, and extend the life of your network assets.

FOR MORE INFORMATION

To learn more about how you can take advantage of Cisco Technical Support Services, talk to your Cisco representative or visit Cisco Technical Support Services at: www.cisco.com



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