

# Cisco Catalyst 4500 SMARTnet Services

## Product Overview

Cisco® Technical Support Services helps protect your network investment by enabling you to extend and enhance the operational lifetime of your Cisco networking devices and Cisco IOS® Software. Support services such as Cisco SMARTnet®, Cisco SMARTnet Onsite, and Cisco SPBase services help improve productivity and can increase operational efficiency by complementing your in-house resources with world-class networking expertise.

Tables 1 through 4 list expected delivery times for a variety of situations. In the Support Level column the acronym (xxx in Table 5 and 6) represents the various levels of the SMARTnet Delivery Schedule.

**Table 1.** Standard Advance Replacement Parts, Without a Field Engineer

Support Level	SMARTnet Description	SMARTnet Delivery Schedule
<b>SNT</b>	SMARTnet Standard 8x5xNBD (Next Business Day)	NBD between 9 a.m. and 5 p.m. (provided the request is received before 3 p.m. local depot time)
<b>SNTE</b>	SMARTnet Enhanced 8x5x4 hours	Four hours after determining that part replacement is required (8 hours a day, 5 days a week)
<b>SNTP</b>	SMARTnet Premium 24x7x4 hours	Four hours after determining that part replacement is required (24 hours a day, 7 days a week)
<b>S2P</b>	SMARTnet 2-Hour Premium 24x7x2 hours	Two hours after determining that part replacement is required (24 hours a day, 7 days a week)

**Table 2.** Onsite Advance Replacement Parts, with a Field Engineer

Support Level	SMARTnet Description	SMARTnet Delivery Schedule
<b>OS</b>	SMARTnet Onsite 8x5xNBD	NBD between 9 a.m. and 5 p.m. (provided the request is received before 3 p.m. local depot time)
<b>OSE</b>	SMARTnet Onsite Enhanced 8x5x4 hours	Four hours after determining that part replacement is required (8 hours a day, 5 days a week)
<b>OSP</b>	SMARTnet Onsite Premium 24x7x4 hours	Four hours after determining that part replacement is required (24 hours a day, 7 days a week)
<b>PREM</b>	SMARTnet Onsite 2-Hour Premium 24x7x2 hours	Two hours after determining that part replacement is required (24 hours a day, 7 days a week)

**Table 3.** Service Provider-Standard Advance Replacement Parts, Without a Field Engineer

Support Level	SMARTnet Description	SMARTnet Delivery Schedule
<b>SW</b>	Software only	Cisco IOS Software support, Cisco.com support, TAC support
<b>RR</b>	Hardware 10-day Return to Factory (RTF)	Cisco will ship replacement parts within 10 business days from receipt of original part
<b>AR1</b>	Advance Replacement 8x5xNBD	NBD between 9 a.m. and 5 p.m. (provided the request is received before 3 p.m. local depot time)
<b>AR2</b>	Advance Replacement 8x5x4hours	Four hours after determining that part replacement is required (8 hours a day, 5 days a week)
<b>AR3</b>	Advance Replacement 24x7x4hours	Four hours after determining that part replacement is required (24 hours a day, 7 days a week)
<b>AR4</b>	Advance Replacement 24x7x2hours	Two hours after determining that part replacement is required (24 hours a day, 7 days a week)

**Table 4.** Service Provider-Onsite Advance Replacement Parts, with a Field Engineer

Support Level	SMARTnet Description	SMARTnet Delivery Schedule
<b>OS1</b>	Onsite 8x5xNBD	NBD between 9 a.m. and 5 p.m. (provided the request is received before 3 p.m. local depot time)
<b>OS2</b>	Onsite 8x5x4hours	Four hours after determining that part replacement is required (8 hours a day, 5 days a week)
<b>OS3</b>	Onsite 24x7x4hours	Four hours after determining that part replacement is required (24 hours a day, 7 days a week)
<b>OS4</b>	Onsite 24x7x2hours	Two hours after determining that part replacement is required (24 hours a day, 7 days a week)

1. Certain limitations may apply for heavy or oversized equipment.
2. Holidays observed by Cisco are excluded. Cutoff times can vary by region. Please verify the cutoff time with your Cisco service account manager.
3. Service is available only if your distance from a parts depot or authorized Cisco service location is within the following limits: in the United States, within 100 driving miles; in Europe and Canada, within 120 driving kilometers; in Australia, New Zealand, and select countries in Latin America and Asia, within 75 driving kilometers. To determine if this service is available for your location, refer to the Cisco Service Availability matrix at: [www.cisco.com/go/scc/](http://www.cisco.com/go/scc/)
4. Service is available only if your distance from a parts depot or authorized Cisco service location is within 25 driving miles in the United States, Canada, Australia, New Zealand, and select countries in Europe, South America, and Asia.

In Tables 5 and 6 the SMARTnet part numbers have xxx which represents the various levels of SMARTnet support mentioned in the previous tables.

**Table 5.** Cisco Catalyst® 4500 Chassis SMARTnet Table

Chassis Part Number	Enterprise SMARTnet	Service Provider SMARTnet	Distribution SMARTnet
<b>WS-C4503</b>	CON-xxx-C4503	SP-xxx-C4503	CON-xxx-PKG12
<b>WS-C4506</b>	CON-xxx-C4506	SP-xxx-C4506	CON-xxx-PKG12
<b>WS-C4507R</b>	CON-xxx-C4507	SP-xxx-C4507	CON-xxx-PKG14
<b>WS-C4510R</b>	CON-xxx-C4510	SP-xxx-C4510	CON-xxx-PKG16
<b>WS-C4503-E</b>	CON-xxx-C4503E	SP-xxx-C4503E	CON-xxx-PKG12
<b>WS-C4506-E</b>	CON-xxx-C4506E	SP-xxx-C4506E	CON-xxx-PKG12
<b>WS-C4507R-E</b>	CON-xxx-C4507E	SP-xxx-C4507E	CON-xxx-PKG14
<b>WS-C4510R-E</b>	CON-xxx-C4510E	SP-xxx-C4510E	CON-xxx-PKG16

**Table 6.** Cisco Catalyst 4500 Chassis SMARTnet Bundles: (SMARTnet is discounted 20% compared to non-bundled SMARTnet when either of the below bundles are purchased)

Chassis Part Number	Enterprise SMARTnet	Service Provider SMARTnet	Distribution SMARTnet
<b>WS-C4503-S2+48</b>	CON-xxx-C450348	SP-xxx-C450348	CON-xxx-PKG11
<b>WS-C4506-S2+96</b>	CON-xxx-C450696	SP-xxx-C450696	CON-xxx-PKG11

## Service and Support

Cisco offers a wide range of services programs to accelerate customer success. These innovative services programs are delivered through a unique combination of people, processes, tools, and partners, resulting in high levels of customer satisfaction. Cisco services help you protect your network investment, optimize network operations, and prepare your network for new applications to extend network intelligence and the power of your business. For more information about Cisco Services, refer to Cisco Technical Support Services or Cisco Advanced Services.

## For More Information

For more information about the Cisco Catalyst 4500, visit:

<http://www.cisco.com/en/US/partner/products/hw/switches/ps4324/index.html> or contact your local Cisco account representative.

For more information about the Cisco SMARTnet, Cisco SMARTnet Onsite, and Cisco SPBase services, visit:

[http://www.cisco.com/en/US/partner/products/svcs/ps3034/ps2827/ps2978/serv\\_group\\_home.html](http://www.cisco.com/en/US/partner/products/svcs/ps3034/ps2827/ps2978/serv_group_home.html) or contact your local Cisco account representative.



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