



SERIAL NUMBER ENTITLEMENT FOR CUSTOMERS & PARTNERS

Cisco customers and partners: As you may know, you are being asked to provide the relevant product serial numbers whenever you submit a request for technical service or product replacement support. This Q&A explains why and provides information for ensuring that you receive the help you need as quickly and easily as possible.

About Serial Number Entitlement

- [Why am I asked to provide serial numbers when I request support?](#)
- [What happens if I can't find the serial number?](#)
- [How can I tell if the product's serial number is listed on a current service contract?](#)
- [What if the product isn't covered under a current service contract?](#)

Data Management

- [What should I do if a serial number or other information on my service contract appears to be incorrect or outdated?](#)
 - [How do I access my service agreement information online?](#)
-

About Serial Number Entitlement

Q: Why am I asked to provide serial numbers when I request support?

A: Cisco offers a wide variety of service and support programs to accommodate the varying needs of our customers. To clearly document what has been purchased, the contracts for most of these service programs specify the serial numbers of covered equipment. When you contact us for help, we ask for the relevant serial numbers and match them to your contract. This helps ensure that we deliver exactly the level of support you have purchased.

Q: What if I can't find the serial number?

A: If you can't physically locate the serial number on your product, you can go to <http://tools.cisco.com/Support/CPI/index.do> and use Cisco's Product Identification Tool. It provides instructions for quickly locating the serial number label on most Cisco products.



SERIAL NUMBER ENTITLEMENT FOR CUSTOMERS & PARTNERS

If you still can't find the serial number, contact the Cisco Technical Assistance Center (TAC) and an agent will help you. You can access the list of contact phone numbers at: <http://cisco.com/warp/public/687/Directory/DirTAC.shtml>.

Q: How can I tell if the product's serial number is listed on a current service contract?

A: If you have access to the Cisco Service Contract Center (CSCC), you can easily look up your service agreement(s) and see the serial numbers for all your covered items that require this type of documentation. (If you don't currently have access to the CSCC, see the last question below for instructions.)

If you do not see the product's serial number on your service agreement, but feel confident that the product is covered, provide the number you have when you request support via the Technical Support Request Tool (TSRT), or submit an RMA through the SVO tool, or phone in for support.

If the serial number does not systematically match to a current contract, you will be connected with our Call Center and then routed to a Service Relations agent who will research your coverage in greater depth.

Q: What if the product isn't covered under a current service contract?

A: If the Service Relations agent finds that the product is not covered, either because support for it was never purchased or because the service agreement is expired, he or she will assist you in getting the support you need. You can always opt to pay for time and materials. If your contract expired very recently, or if you purchased the product very recently, you may also be offered the option of being redirected to a partner from whom you can purchase a service contract.

To locate a nearby authorized reseller on your own, use the Cisco Partner Locator tool at: http://tools.cisco.com/WWChannels/LOCATR/jsp/partner_locator.jsp.



SERIAL NUMBER ENTITLEMENT FOR CUSTOMERS & PARTNERS

Data Management

Q: What should I do if a serial number or other information on my service contract appears to be incorrect or outdated?

A: If you know the changes or updates that need to be made, you can go directly to the Cisco Service Contract Center (CSCC) at <http://www.cisco.com/public/scc/> to view your service agreement information and request the necessary adjustments.

Alternately, if you need help or wish to discuss new service coverage options, contact the Cisco representative, partner, or reseller from whom you previously purchased service. He or she will be glad to help you.

Q: How do I access my service agreement information online?

A: You will need a Cisco.com user ID to log in. If you don't already have one, go to the "First Time Users" section on the CSCC home page (<http://www.cisco.com/public/scc/>), click on the "Cisco.com Registration" link, and follow the instructions to register for your Cisco.com user ID.

After you receive your Cisco.com user ID...

- Return to the Cisco CSCC home page.
- Go to the "Registered CSCC/SCM Users" section.
- Click on the "Login to CSCC" link.
- Enter your new Cisco.com user ID and password.
- Click on the "Register for CSCC" link.
- Enter your contract numbers.

If you would like someone to walk you through the process, log in to the CSCC from the "Registered CSCC/SCM Users" section and click instead on the Feedback link in the upper right corner to open a support case.



SERIAL NUMBER ENTITLEMENT FOR CUSTOMERS & PARTNERS

Corporate Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS
(6387)
Fax: 408 526-4100

European Headquarters

Cisco Systems International
BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters

Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Cisco Systems has more than 200 offices in the following countries and regions. Addresses, phone numbers, and fax numbers are listed on the Cisco Web site at www.cisco.com/go/offices.

Argentina · Australia · Austria · Belgium · Brazil · Bulgaria · Canada · Chile · China PRC · Colombia · Costa Rica · Croatia · Cyprus · Czech Republic · Denmark · Dubai, UAE · Finland · France · Germany · Greece · Hong Kong SAR · Hungary · India · Indonesia · Ireland · Israel · Italy · Japan · Korea · Luxembourg · Malaysia · Mexico · The Netherlands · New Zealand · Norway · Peru · Philippines · Poland · Portugal · Puerto Rico · Romania · Russia · Saudi Arabia · Scotland · Singapore · Slovakia · Slovenia · South Africa · Spain · Sweden · Switzerland · Taiwan · Thailand · Turkey · Ukraine · United Kingdom · United States · Venezuela · Vietnam · Zimbabwe

Copyright © 2006 Cisco Systems, Inc. All rights reserved. CCIP, CCSP, the Cisco *Powered* Network mark, Cisco Unity, Follow Me Browsing, FormShare, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, the Cisco IOS logo, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherSwitch, Fast Step, GigaStack, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MGX, MICA, the Networkers logo, Networking Academy, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, RateMUX, Registrar, ScriptShare, SlideCast, SMARTnet, StrataView Plus, Stratm, SwitchProbe, TeleRouter, The Fastest Way to Increase Your Internet Quotient, TransPath, and VCO are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Web site are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0402R)

Printed in the USA