



Comprehensive Wireless Support for Your Network

One Network, Optimized Service and Support

Cisco® Services makes it easier for businesses to maintain highly available and efficient networks. Cisco now provides comprehensive wireless network support for customers who have a Cisco Services contract for their Cisco Wireless LAN Controller and for their access point additive licenses. Covering your wireless LAN controller with Cisco product support services also provides access 24 hours a day, 365 days a year, as well as software updates and upgrades for Cisco access points in the network.

Complete Support Coverage

As businesses grow, more Cisco access points are required. To simplify maintaining support coverage, customers no longer need to track contract coverage for every access point. As long as a Cisco Services contract is covering the network's wireless LAN controller and the access point adder licenses, the wireless network is covered.

Business Continuity Management

The warranty for a Cisco Wireless LAN Controller provides a replacement product within 10 business days. However, for software updates or faster product replacement technical support, the wireless LAN controller must be on a Cisco Services contract.

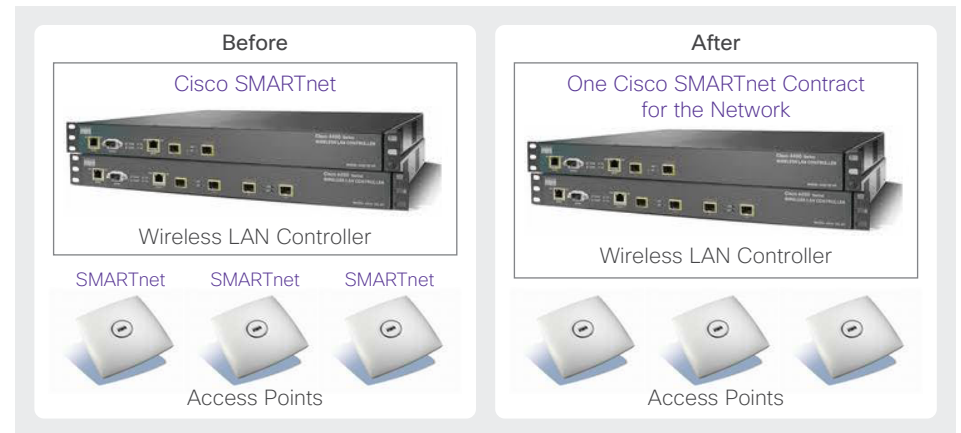
Connectivity Beyond Warranty

The Cisco Limited Lifetime Warranty for access points provides a replacement product within 10 business days. To decrease connectivity losses, covering the Cisco access points with a Cisco Services contract guarantees a faster hardware replacement, in as little as two hours.

Table 1 shows the service coverage you get with Cisco SMARTnet® Service.

Table 1. Service Coverage with Cisco SMARTnet Service and Contract on Wireless LAN Controllers

	Wireless LAN Controller	Managed Access Points
TAC access 24 hours a day, 365 days a year	Yes	Yes
OS updates and upgrades	Yes	Yes
Online technical support	Yes	Yes
Hardware replacement in 2 hours or less	Yes, multiple options	Separate contract



Cisco Services Benefits

- **Access to Cisco experts:** Connect directly to the Cisco Technical Assistance Center (TAC), staffed by thousands of certified and experienced technical professionals ready to help.
- **Online support:** Access extensive support resources 24 hours a day, 365 days a year through Cisco's online knowledge base, communities, resources, and tools.
- **Intelligent diagnostics:** Gain critical insight with embedded technology immediately, alerting Cisco engineers to problems on enabling devices.
- **Access to new OS updates:** Including both minor and major OS releases, with latest operating system software updates within licensed feature set.

For More Information

Cisco Services:
www.cisco.com/go/services

Cisco Wireless LAN controller products:
<http://preview.cisco.com/en/US/netsol/ns1187/index.html>

Cisco warranty:
www.cisco.com/en/US/partner/products/prod_warranties_listing.html