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.

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- What should I do if a serial number or other information on my service contract appears to be incorrect or outdated?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](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.
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.
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

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<th>European Headquarters</th>
<th>Americas Headquarters</th>
<th>Asia Pacific Headquarters</th>
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<tr>
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<td>Fax: 408 526-4100</td>
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