

Technical Assistance Center (TAC)

Cisco Worldwide Customer Service and Support Operations

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For all customers, partners, resellers and distributors who hold valid Cisco service contracts, Cisco provides around-the-clock, award-winning technical support services, online and over the phone.

Online service request tools are available to registered Cisco.com users with a valid service contract. Start with the [Cisco TAC Service Request Tool](#) to create a service request. This tool lets you describe the issue in your own words and attach files to the service request. It will then route your service request to an appropriate engineer as fast as possible.

You can also use the [Cisco TAC Service Request Tool](#) to update your service request. This tool lets you update a service request in less than half the time it takes to dictate changes to a Cisco representative over the telephone. Plus, the tool will send an automatic alert to your Cisco TAC engineer when you submit any updates.

For urgent situations when you need to speak to an engineer immediately, refer to Table 1 to submit a service request over the telephone.

Outside these locations, contact the Cisco [regional sales](#) office nearest you, or contact your local authorized Cisco distributor.

If you have questions about order status, changes or returns, please visit the [Cisco Worldwide Customer Service Contacts](#) page on Cisco.com.

Returns Procedure for TAC RMA

Customers/Partners receive an RMA number once they submit a TAC RMA via the [SVO tool](#) and return the product to the return depot address.

Returns Procedure for TAC DOA

Customers/Partners who need to submit dead on arrival (DOA) products should open up a TAC case in most regions. In Japan, Customers/Partners submit DOA requests via the [TAC Service Request Tool](#) and receive an RMA number from the TAC DOA team.

TAC Issues

How to Open a TAC Case

To open a TAC case, Customers/Partners may access the TAC Service Request Tool at the following URLs:

- English: <http://tools.cisco.com/ServiceRequestTool/create/launch.do>
- Japanese:
http://tools.cisco.com/ServiceRequestTool/create/ChangeLocale.do?locale=ja_JP&forward=/launch
- Click on the link “[Create a new TAC Service Request.](#)”

The TAC Service Request Tool allows Customers/Partners to:

- Open severity 3 and 4 service requests
- Check the current status of open service requests
- Update open service requests with your own notes
- Attach files to open service requests
- View service requests closed within the last 18 months

If you describe a severity 3 or 4 service request online, the tool recommends resources that may provide a solution immediately. If you have a severity 1 or 2 network-down emergency, open your service request by [telephone](#).

How to Query a TAC Case

To query a TAC case, Customers/Partners may access the TAC Service Request Tool at the following URLs:

- English: <http://tools.cisco.com/ServiceRequestTool/create/launch.do>
- Japanese:
http://tools.cisco.com/ServiceRequestTool/create/ChangeLocale.do?locale=ja_JP&forward=/launch
- Click on the link “[Query a TAC Service Request.](#)”

RMA Service Order Tools

The [RMA Service Order Tools](#) site provides tools and resources to streamline your service and parts logistics inquiries. Customers/Partners can use the Feedback Link for submitting SVO-related access requests, tool issues and general comments.

TAC Support Contacts

Table 1. TAC Telephone Numbers

Telephone Numbers	
<p>Note: Numbers with an asterisk (*) have special dial instructions.</p> <p>1. Dial the Local Access number.</p> <p>2. After the chime, dial the Card number and PIN number 5689.</p> <p>3. After you hear a few beeps, dial *99.</p> <p>4. If dialing *99 does not work, the operator will ask you what number you wish to dial; use the card number.</p>	
United States	<p>1 800 553 2447</p> <p>1 408 526 7209</p>
Africa	+32 2 704 5555
Argentina	<p>ALA: 0 800 288 5288, then 888 443 2447</p> <p>Telecom: 0 800 555 4288, then 888 443 2447</p> <p>Telefonica: 0 800 222 1288, then 888 443 2447</p>
Asia-Pacific	+61 2 8446 7411
Australia	1 800 805 227
Austria	00 800 9999 0522
Azerbaijan	088 9999999
Belgium	0800 94242
Bolivia	800 10 1110, then 888 443 2447
Brazil	<p>0 800 890 0288, then 888 443 2447</p> <p>0 800 8888 288, then 888 443 2447</p>
Canada	<p>English:</p> <p>1 800 553 2447</p> <p>1 408 526 7209</p> <p>1 800 419 9504</p>
Chile	800 225 288, then 888 443 2447
China	<p>Mandarin:</p> <p>108710, then 800 501 2306</p> <p>English:</p> <p>108888, then 800 501 2306</p> <p>In-country TAC support:</p> <p>800 810 8886 (Not applicable for cell phones)</p> <p>4008 810 8886</p>
Colombia	01 800 911 0010, then 888 443 2447
Costa Rica	0 800 0 114 114, then 888 443 2447
Czech Republic	* 800 001 112, Card number 3227045872
Dominican Republic	1 800 872 2881, then 888 443 2447
El Salvador	<p>* CTE:</p> <p>800 1767, Card number 9193826642</p> <p>* Telefonica:</p> <p>800 1567, Card number 9193826642</p>
Europe	+32 2 704 5555
France	0800 770 400
Germany	+800 9999 0522
Guatemala	* 1 800 999 9189, Card number 9193926641
Hong Kong	800 96 5910
Hungary	* Dial 06, wait for dial tone and enter: 800 01411, Card number 3227045874
India	000 117, then 888 861 6453
Indonesia	001 803 61 838
Israel	972 9 8927344
Italy	800 787 854

Telephone Numbers	
Japan	0066 33 800 926 In-country TAC Partners: 0120 086771
Korea	Seoul: 00798 611 0712
Malaysia	1 800 805880
Mexico	01 800 288 2872, then 888 443 2447 01 800 462 4240, then 888 443 2447
Middle East	+32 2 704 5555
New Zealand	0800 44 6237
Netherlands	0800 0200 791
North America	1 800 553 2447 1 408 526 7209
Panama	800 0109, then 888 443 2447
Peru	0 800 50288, then 888 443 2447
Philippines	PLDT: 1800 1611 0056
Poland	* 00 800 111 21 22, Card number 3227045869
Russia	Moscow: (495) 961-1382 * For a Russian speaking operator: 747 3322, Card number 3227045876 * Sovintel from Moscow: 960 2222, Card number 3227045876 * Sovintel from St. Petersburg: 346 8022, Card number 3227045876 * Sakhalin Islands: 1616 1, Card number 3227045876
Saudi Arabia	1 800 10, then 888 443 2447
Singapore	800 6161 356
South Africa	* 0800 99 0011, Card number 3227045885
Spain	900 997154
Switzerland	+41 (0)44 878 9200 +41 (0)31 998 5050 +41 (0)21 822 1600
Taiwan	0 080 1 611206
Thailand	001 800 611 0754
Turkey	* 00 8001 1177, Card number 3227045870
UAE	* 800 111, Card number 9193926646
United Kingdom	0800 404 7778
United States	1 800 553 2447 1 408 526 7209
Venezuela	0 800 2255 288, then 888 443 2447
Vietnam	1800 585809

Email Addresses	
English / Spanish	tac@cisco.com
Hanzi (Chinese)	chinese-tac@cisco.com
Kanji (Japanese)	japan-tac@cisco.com
Hangul (Korean)	korea-tac@cisco.com

To ensure that you have the most up-to-date TAC telephone number for a particular region, click [here](#).

Useful Links

Cisco Worldwide Customer Service Contacts:

http://www.cisco.com/web/about/ac49/ac162/about_cisco_customer_service_contacts.html

TAC RMA Status:

<http://tools.cisco.com/serviceordertools/svosubmit/tools.do>

TAC Regional Phone Numbers:

<http://www.cisco.com/warp/customer/687/Directory/DirTAC.shtml>

TAC Service Request Tool:

<http://tools.cisco.com/ServiceRequestTool/create/launch.do>



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Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

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