

Cisco Support Essentials



Q. What is the Cisco Support Essentials Service?

A. Cisco Support Essentials Service provides an easy, affordable way to help your business resolve routine problems that might arise when using Cisco products. It is the first step toward a comprehensive service program for the business customer.

Q. What is included in the Support Essentials Service?

A. The service includes:

- Callback within one business day from Cisco TAC during local business hours
- 8 x 5 x next business day (NBD) advance hardware replacement
- Access to Cisco online knowledge base and tools
- Operating system software maintenance releases for bug fixes
- Support for a select group of routers, switches, and wireless access points
- Entitlement to smart capabilities

Q. What is the difference between Cisco Support Essentials and Cisco Smart Net Total Care™ Service?

A. Cisco Support Essentials is designed for customers with business networks that utilize basic Cisco routers, switches, and wireless access points and who do not need premium support options such as around-the-clock access to the Cisco Technical Assistance Center (TAC), 4hr hardware replacement, or onsite support.

Cisco Smart Net Total Care Service and related supporting offerings cover all product and applications from Cisco. Available in a variety of parts replacement and support configurations, to cover all types of mission critical networks, the service provides 24-hour access to the Cisco TAC organization.

Q. What are the benefits of the Support Essentials Service?

A. Cisco Support Essentials provides you with the following:

- Improved reliability of your business network with the technical expertise and responsiveness of Cisco TAC supporting your IT staff
- Increased productivity by helping you reduce the effects of potential network problems
- Reduced total cost of ownership by helping reduce downtime and extending the usefulness of your Cisco products



Q. What products does the Cisco Support Essentials Service cover?

Cisco Support Essentials supports basic Cisco routers, switches and wireless devices and covers most Cisco Enterprise and Small Business products.

Support Essentials does not support higher-end and mission-critical equipment or applications such as Cisco 7000 Series routers, Cisco Unified Communications Manager, Cisco Voice products, Cisco Intrusion Prevention Systems (IPSs), and Cisco Unified Communications solutions. For these and other advanced technologies, you should support the device with Cisco Smart Net Total Care Service and Cisco Software Support Service.

Check [Service Finder](#) to determine if a specific device is supported by the Support Essentials service.

Q. Why should I purchase a support contract when the product has a warranty?

A. A warranty protects against defects in Cisco hardware or software media. If issues arise, it is more likely that they are related to the way a device is configured or how it is being used and will be outside the scope of the warranty.

A service contract deals with the life and functions of the solution after it is installed and working and extends beyond the life of a warranty. Service contracts provide you with access to a range of resources, as shown in Table 1.

Table 1.

Service Feature	Cisco Support Essentials	Warranty
Expert technical support	Callback within one business day (8 a.m. – 5 p.m. local business hours)	No
Online tools and resources	Yes	No
OS software updates	Maintenance releases for bug fixes	No
Advance hardware replacement	8 x 5 x NBD	10 days

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