



# Comparison of Cisco Technical Services to Cisco Warranty

At-A-Glance

Technical services such as Cisco SMARTnet® offer greater support than is provided by warranty

	Cisco Limited Lifetime Hardware Warranty	Cisco Enhanced Limited Lifetime Hardware Warranty	Cisco Smart Foundation	Cisco SMARTnet Service
<b>Devices covered</b>	Cisco Catalyst® 2960, 2975, 3560, 3750, and Express 500 Series Switches; Cisco Catalyst 3560-E, 3750-E, 4500, and 4500-E Series Switches sold on or after May 1, 2009; Cisco Access Points AIR1040, AIR11A, AIR11U, AIR12A, AIR12U, and AIR3500 Product Families	Cisco Catalyst 2960-S, 3560-X, and 3750-X Series Switches; Cisco Catalyst 2960-C and 3560-C Series Switches	Select Cisco small and medium-sized business (SMB) products plus select wiring closet switches. (Does not include applications such as voice and IPS)	Most Cisco hardware products and operating system software
<b>Duration of coverage</b>	As long as the original end user continues to own or use the product, provided that: fan and power supply warranty is limited to 5 years; and in the event of discontinuance of product, Cisco warranty is limited to last date of support (typically 5 years from the announced End of Sale date)	As long as the original end user continues to own or use the product, provided that: fan and power supply warranty is limited to 5 years; and in the event of discontinuance of product, Cisco warranty is limited to last date of support (typically 5 years from the announced End of Sale date)	Renewable 1, 3, or 5-year contracts	Renewable 1, 3, or 5-year contracts
<b>Hardware replacement</b>	10 business day advance hardware replacement	Next business day advance hardware replacement where available, otherwise same day shipping <sup>1</sup>	Next business day advance hardware replacement where available, otherwise, same day shipping	Advanced hardware repair option, per availability, include: <ul style="list-style-type: none"> <li>• Next business day</li> <li>• 8 hours x 5 days x 4 hours (HW replacement in 4 hours during business weekdays)</li> <li>• 24 hours x 7 days x 4 hours (HW replacement in 4 hours anytime)</li> <li>• 24 hours x 7 days x 2 hours (HW replacement in 2 hours anytime) delivery as available</li> </ul> Return for repair is available for select video products
<b>Engineering / Operations Support</b>	Not available	Not available	Not available	Cisco SMARTnet onsite service option available
<b>Cisco Operating System (OS) updates</b>	Updates for Base IOS images are provided through the Catalyst Software Policy	Updates for Base IOS images are provided through the Catalyst Software Policy	Updates for Base IOS images are provided through the Catalyst Software Policy	Updates for any licensed OS feature set including premium images
<b>Cisco Technical Assistance Center (TAC) support</b>	Not included	Access for 90 (calendar) days from purchase date during normal business hours, 8 hours per day, 5 days per week for basic configuration, diagnosis, and trouble-shooting of device-level problems only	Business-hours (8 a.m. - 5 p.m.) access to SMB TAC for Severity 3 and Severity 4 cases for the duration of the contract. A Cisco SMB TAC representative will contact Customer either by telephone, facsimile or electronic email within one (1) Business Day from the time Customer's Severity 3 or Severity 4 case was opened	Unlimited 24 hours per day, 7 days per week access at all problem severity levels for the duration of the contract
<b>Online Technical Resources</b>	Guest access only to Cisco.com	Guest access only to Cisco.com	Access to Cisco Smart Foundation Portal. Guest access only to Cisco.com	Direct, full registered access to Cisco.com knowledge base, support tools, and communities 24 hours a day, 7 days a week

<sup>1</sup>Cisco or its service center will use commercially reasonable efforts to ship a replacement for next business day delivery where available. Replacement product is shipped to same address as original product.



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Restrictions apply; please review the appropriate service descriptions for details.

To find which warranty applies to your Cisco product, visit [www.cisco-warrantyfinder.com](http://www.cisco-warrantyfinder.com). Warranty terms and other information are available at [www.cisco.com/go/warranty](http://www.cisco.com/go/warranty).

To find the available technical support services for your Cisco product, visit [www.cisco-servicefinder.com](http://www.cisco-servicefinder.com).

To view details on all Cisco Technical Services visit [www.cisco.com/go/ts](http://www.cisco.com/go/ts).

Cisco operating system updates include the following: maintenance releases, minor updates, and major updates within the licensed feature set.

Consult your service sales representative for more details.

Product End of Life Policy - [http://www.cisco.com/en/US/products/products\\_end-of-life\\_policy.html](http://www.cisco.com/en/US/products/products_end-of-life_policy.html).