Cisco® Technical Services help to ensure that Cisco products and customer networks operate efficiently and benefit from the most up-to-date system and application software. Many Cisco services provide coverage for a wide range of Cisco products while other services are specific to a particular technology.

## Cisco Technical Services

<table>
<thead>
<tr>
<th>Target Customer Segment</th>
<th>Cisco SMARTnet Service/ Cisco SMARTnet Onsite Service</th>
<th>Cisco Smart Foundation Service</th>
<th>Cisco Software Application Support Services</th>
<th>Cisco Focused Technical Support Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>All segments</td>
<td>All segments</td>
<td>Commercial</td>
<td>Enterprise, commercial, and service provider</td>
<td>Enterprise and service provider</td>
</tr>
<tr>
<td>Commercial</td>
<td>Cisco delivered, Cisco service</td>
<td>Cisco delivered, Cisco service</td>
<td>Cisco delivered, Cisco service</td>
<td>Cisco delivered, Cisco service</td>
</tr>
<tr>
<td>Customers with in-house IT staff who want direct support from Cisco on their mission-critical network devices and flexible service options</td>
<td>Customers who require easy-to-use and affordable technical support for networks running applications on select Cisco SMB-class products</td>
<td>Customers who have Cisco software applications and need maximum reliability and functionality of those applications</td>
<td>Customers who want priority, high-touch response from their network provider and accelerated access to Cisco engineers</td>
<td></td>
</tr>
<tr>
<td>Supports all Cisco equipment</td>
<td>Supports select Cisco SMB-class products</td>
<td>All Cisco software applications except voice technology group products</td>
<td>Supports all Cisco equipment</td>
<td></td>
</tr>
</tbody>
</table>

### Offering and Main Components

**Two service offerings:**
- Cisco SMARTnet®
- Cisco SMARTnet Onsite
  - Around the clock, direct access to Cisco engineers at the Technical Assistance Center (TAC)^3
  - Advance hardware replacement (several service level options: 4hr and NBD)
  - Cisco OS software updates
  - Registered access to Cisco.com knowledge base with technical documents in Spanish and Portuguese
  - Access to an onsite field engineer (Cisco SMARTnet Onsite only)

**Key Network Management and Productivity Tools:**
- Application software maintenance releases, minor releases, and software patches
- Access 24x7x95S to Cisco TAC software application
- Registered access to Cisco.com knowledge base to build in-house expertise and complement internal resources
- Major upgrade releases (SASU only)

**Network-Based Pricing**

**Three levels of support for customers who have valid SMARTnet or SP Base contracts on all network equipment:**
- Cisco High Touch Operations Management Service
- Cisco High Touch Technical Support Service
- Cisco High Touch Engineering Service

Technical Support is provided in English, Spanish and Portuguese for all core technologies, except Optical

### SKU Samples

- CON-SNT-XXX
- CON-SNTE-XXX
- CON-SNTP-XXX
- CON-OS-XXX
- CON-OSE-XXX
- CON-OSP-XXX
- CON-SMBS-XXX
- CON-SAS-XXX
- CON-SAU-XXX
- CON-PSAU-XXX

- Network-Based Pricing
# Cisco Technology-Specific Services

<table>
<thead>
<tr>
<th>Target Customer Segment</th>
<th>Cisco Unified Communications Essential Operate Service</th>
<th>Cisco Services for Intrusion Prevention Systems</th>
<th>Cisco Security IntelliShield Alert Manager Service</th>
<th>Cisco Services for Integrated Services Routers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All segments</td>
<td>Enterprise</td>
<td>Enterprise</td>
<td>All segments</td>
</tr>
<tr>
<td>Go-To-Market Approach</td>
<td>Cisco delivered, Cisco service</td>
<td>Cisco delivered, Cisco service</td>
<td>Cisco delivered, Cisco service</td>
<td>Cisco delivered, Cisco service</td>
</tr>
<tr>
<td>Customer Profile/Needs</td>
<td>Customers with Cisco Unified Communications that need ongoing technical support for both hardware replacement and software application maintenance</td>
<td>Customers that need Cisco Intrusion Prevention Systems (IPS) signature updates and alerts about availability of signatures, OS software updates, technical support, hardware replacement options, and access to online security knowledgebase</td>
<td>Customers that need a customizable, Web-based threat and vulnerability alert service that allows them to easily access timely, accurate and credible information about potential vulnerabilities in their environment</td>
<td>Customers that need hardware and software maintenance bundles for Cisco integrated services routers with voice applications for the Cisco 2800 and 3800 Series Integrated Service Routers (ISRs)</td>
</tr>
<tr>
<td>Coverage</td>
<td>Cisco Unified Communications products</td>
<td>All Cisco IPS products</td>
<td>All Cisco equipment</td>
<td>Available for the Cisco 2800 and 3800 Series Integrated Services Routers with significant voice applications</td>
</tr>
</tbody>
</table>
| Offerings and Main Components | - Anytime access to highly trained professionals  
- Advanced hardware replacement  
- Optional onsite technician for hardware replacement  
- Application software updates  
- Registered access to Cisco.com knowledge base | - Alerts and e-mail messages about the latest signatures  
- Access to network signature files and signature file-based network-layer protection algorithms  
- Access to intrusion prevention operating system software maintenance releases  
- Registered access to Cisco.com knowledge base  
- Access to Cisco TAC and to specialized security engineers  
- Advance hardware replacement | - Updates of threats and vulnerabilities that may affect network-enabling devices, software, or IT infrastructure  
- Built-in tools to proactively manage intelligence  
- Configurable portal with flexible service packages  
- Historical coverage of approximately 10,000 alerts  
- Access to the IntelliShield historical database  
- Access to IntelliShield Alert Manager alerts. | - Around the clock, direct access to Cisco engineers at the Technical Assistance Center (TAC)  
- Advance hardware replacement (several service level options 4hr and NBD)  
- Cisco OS software updates  
- Registered access to Cisco.com knowledge base with technical documents in Spanish and Portuguese  
- Major upgrade releases |
| SKU Samples             | • For all UC Products: CON-SNT for Hardware + CON-ESW for applications  
- For CM 6.0 Only (single SKU): CON-ECD | • CON-SU1-XXX  
• CON-SU2-XXX  
• CON-SUO1-XXX | • CON-IAM-XX-XX | • CON-SNT-XXXX-V3P  
• CON-SNT-XXXXX-CCM  
• CON-SNT-XXXXX-SRST |

## For More Information
For more information about Cisco Technical Services, visit [www.cisco.com/go/supportservices](http://www.cisco.com/go/supportservices) or [www.cisco.com/go/servicios](http://www.cisco.com/go/servicios)

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1. Cisco Smart Foundation Service was formerly known as SMB Support Assistant.
2. Some equipment exclusions might apply.
3. Customers can open a service request via phone or using the online web form in Spanish and Portuguese. Technical support in Spanish and Portuguese is available 8 hours a day, 5 days a week; Monday to Friday for the following technologies: WAN, Switching and Routing.
4. Cisco SMB TAC operates 8 hours a day, 5 days a week. Support is provided in English, Spanish and Portuguese.
5. Cisco processes requests for next business day service within one business day which results in hardware being shipped the following day.
6. Cisco processes requests for next business day service within one business day which results in hardware being shipped the following day.
7. SKUs listed are samples only. Please refer to your theater price list for a complete listing of available SKUs for each service offering.