ACCELERATE YOUR BUSINESS SUCCESS BY IMPROVING PRODUCTIVITY, INCREASING OPERATIONAL EFFICIENCY, AND EXTENDING THE LIFE OF YOUR NETWORK ASSETS.

Technical support can be critical to the success of small and medium-sized businesses. You need consistent, high-quality support to help maximize the return on your network investment. Whether it is to supplement your in-house support staff, or provide additional expertise for new products and technologies, Cisco Systems® offers you support services that target your needs.

INDUSTRY RECOGNITION
Numerous Awards and Industry Recognition

CISCO SYSTEMS® TECHNICAL SUPPORT SERVICES

CISCO SYSTEMS® TECHNICAL SUPPORT SERVICES
Accelerate Your Success
Cisco® Technical Support Services help ensure that your Cisco products and network operate efficiently, benefit from the most up-to-date system software, and assist you in effectively managing the network services required to maintain high-quality network performance. Cisco offers a flexible suite of service options to best meet your business requirements.

Highlights include:
- Leading expertise: Cisco has set industry standards for maintaining high customer satisfaction, proven industry knowledge, and a reputation of reliability that has been recognized by numerous industry awards.
- Comprehensive coverage: With Cisco Systems Technical Support Services, you gain the expertise of more than 1000 highly trained technicians through the Cisco Technical Assistance Center (TAC). In addition, you have access to future operating system software improvements, advanced hardware replacement, and entry to the award-winning Cisco.com Website that offers 24-hour rapid resolution to technical problems.
- Enhanced value: You can take advantage of improved value-based pricing for services that support commonly used business networking products.

TECHNICAL SUPPORT PROGRAMS
Cisco SMARTnet® Support, Cisco SMARTnet Onsite Support, and Cisco Software Application Services
Complement your in-house resources with Cisco expertise while helping to protect your network investment and maximize availability by:
- Providing Cisco expertise in a broad range of networking environments and technologies
- Creating a proactive support environment as an ongoing part of your network operations
- Augmenting the resources of your technical staff to complement your in-house capabilities
- Providing remote technical support with onsite hardware replacement options
- Making Cisco technical knowledge and resources available to you

CISCO SMARTNET SUPPORT
Access to the Ultimate in Technical Support for Your Cisco Equipment
For common network issues or complex network problems, Cisco SMARTnet support provides you immediate access to vital information and assistance, when you need it, with:
- Ongoing system software updates that help you to efficiently evolve your network infrastructure to meet ever-changing business needs, and to help increase the return on your original hardware investment
- Rapid technical problem resolution with 24-hour, global access to the Cisco TAC for expert technical engineers
- Standard, next-business-day advance hardware replacement—an additional replacement option (some as fast as two hours) are available
- Registered access to Cisco.com for powerful online tools and information

Cisco TAC: Available on the Web or on the telephone, Cisco TAC engineers are among the best in the industry. The Cisco TAC offers:
- Highly skilled staff—Opens access to more than 1000 highly trained customer support engineers, 390 CCIE-qualified professionals, and more than 13,000 research and development engineers
- Superior expertise—Provides a breadth of experience in numerous networking environments (including voice, video, and data communications) and technologies (including access, Cisco IP telephony, LAN switching,

THE CISCO PARTNER COMMUNITY
You Have a Choice
Cisco works with companies worldwide that are members of various company partner programs and also deliver networking services. Cisco partners can provide a range of services to help you succeed in planning, designing, implementing, and optimizing your Cisco network.

Highlights include:
- Cisco Service and Support Strongest market leadership in service and support among vendors offering the widest range of products (rated by SPs)
- Cisco Support Best performance among software support providers
- CCIE Program # 1 "Most Technically Advanced Program" # 1 "Best Hands-On Program"
- CCIE Security Top Ten "Most Important Certifications" Top Ten "Fastest Growing Certifications"
SUMMARY—CISCO TECHNICAL SUPPORT SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>SMARTnet</th>
<th>SMARTnet ONSITE</th>
<th>Cisco SAS</th>
<th>Cisco SAS-Plus</th>
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<tr>
<td>Cisco TAC</td>
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<td>Registered access to Cisco.com</td>
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<td>Cisco IOS Software support (major, minor, and maintenance releases)</td>
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<td>Field Engineer</td>
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<td>Application Software Maintenance Releases</td>
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<tr>
<td>Application Software Major &amp; Minor Releases</td>
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<td>–</td>
<td>–</td>
<td>X</td>
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</tbody>
</table>

* Various service levels available

CISCO SMARTNET ONSITE SUPPORT
The Additional Onsite Parts Replacement Support You Need
Cisco SMARTNet ONSITE support includes all the benefits of Cisco SMARTNet support plus it provides the added assurance of a trained field engineer to install replacement parts at your site. Cisco SMARTNet ONSITE support takes advantage of Cisco technological expertise and best practices to help ensure that your network operates at the highest levels of availability and performance.

CISCO SOFTWARE APPLICATION SERVICES
Cisco SAS and Cisco SAS-Plus Upgrades (SASU)
This application software support maximizes your application technology investment with around-the-clock access to technical support and software upgrades and updates, and helps:
- Reduce cost of ownership of software applications with Cisco expertise and knowledge
- Increase customer satisfaction by maximizing network or application availability, reliability, and stability
- Improve internal resources productivity through access to the Cisco knowledge base
- Ensure access to the latest software application functions—security, performance, and more
- Provide timely problem resolution 24-hour through access to Cisco TAC

CISCO SYSTEMS COMMITMENT
Comprehensive Services from the Start
Cisco is committed to maximizing the return on your network investment with services that help ensure that your Cisco products operate efficiently, remain highly available, and benefit from the most up-to-date software.

FOR MORE INFORMATION
To learn more about how you can take advantage of Cisco Technical Support Services, talk to your Cisco representative or visit the Small- and Medium-Sized-Business Support Services Website at:

www.cisco.com/smbservices