

Cisco Wireless Product Services Matrix

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Summary

This document explains the technical services feature matrix for Cisco® access points and Wireless LAN Controllers (WLCs). The level of support varies based on the purchase terms and can be modified.

Cisco Catalyst wireless LAN controllers

Each Cisco Catalyst™ WLC comes with a 1-year limited hardware warranty (LLW) and with optional support.

Covered products

This section provides the technical services feature matrix and descriptions for the following products:

- Cisco Catalyst 9800 Series standalone LAN controllers
- Cisco Catalyst 9800-CL Wireless Controller for Cloud
- Cisco Embedded Wireless Controller on Catalyst Access Points

The tables below provide insight into the most common technical services for the **Cisco Catalyst 9800 Series Wireless Controllers**.

Table 1. Technical services for Cisco Catalyst 9800 Series standalone controllers

Service features	1-year limited hardware warranty (included with purchase)	Cisco Smart Net Total Care®	Cisco Solution Support	Success Track L1 ²
Cisco Catalyst 9800 Series standalone LAN controllers¹				
Warranty: 1-year hardware replacement; local business hours, ship a replacement part within 10 working days after receipt of the Return Materials Authorization (RMA) request. Actual delivery times may vary depending on customer location.	●			
Global 24x7 product-level technical support		●	●	●
24-hour access to Cisco online resources		●	●	●
OS updates and upgrades		●	●	●
Hardware replacement (2- and 4-hour, next calendar day, next business day)		●	●	●
Proactive diagnostics and immediate alerts on devices through Cisco Smart Call Home		●	●	●
Web-based user community for self-service support for smart capabilities		●	●	●
Primary point of contact with solution-level expertise			●	●

Service features	1-year limited hardware warranty (included with purchase)	Cisco Smart Net Total Care®	Cisco Solution Support	Success Track L1 ²
Accountability for issue resolution, no matter where it resides			●	●
Coordination between Cisco TAC and solution partner product support teams			●	●
Case management from first call to resolution			●	●
SLO30+ ³ prioritized case handling			●	●
Proactive support to identify and mitigate potential issues or resolve issues			●	●
Ask the Experts Success Track Communities Cisco Community Success Tips				●
Insights and analytics <ul style="list-style-type: none"> • Adoption view • Assets and license view • Rapid problem resolution • Personalized exposure checks • Case management 				●
E-learning				●

Table 2. Technical services for the Cisco Catalyst 9800-CL Wireless Controller for Cloud

Service features	90-day limited software warranty (included with purchase)	Cisco Software Support Service	Cisco Solution Support	Success Track L1 ²
Cisco Catalyst Wireless Controller for Cloud¹				
Warranty: * Cisco warrants that the software will substantially conform to the applicable documentation for the longer of (i) 90 days following the date the software is made available to you for your use or (ii) as otherwise set forth at https://www.cisco.com/go/warranty	●			
Global 24x7 product-level technical support – Cisco Support Service		●	●	●
24-hour access to Cisco online resources		●	●	●

Service features	90-day limited software warranty (included with purchase)	Cisco Software Support Service	Cisco Solution Support	Success Track L1 ²
Software updates and upgrades		●	●	●
Web-based user community for self-service support for smart capabilities		●	●	●
Primary point of contact with solution-level expertise			●	●
Accountability for issue resolution, no matter where it resides			●	●
Coordination between Cisco TAC and solution partner product support teams			●	●
Case management from first call to resolution			●	●
SLO30+ ³ prioritized case handling			●	●
Proactive support to identify and mitigate potential issues or resolve issues			●	●
Ask the Experts Success Track Communities Cisco Community Success Tips				●
Insights and analytics <ul style="list-style-type: none"> • Adoption view • Assets and license view • Rapid problem resolution • Personalized exposure checks • Case management 				●
E-learning				●

Note: If the WLC is embedded in a device like AP, a valid device service contract like SNTC or SSPT for that device is required to get support on EWC. An Active DNA license does not cover TAC support for devices or EWC.

¹ Cisco partners with K-12-focused Cisco wireless solutions, available to K-12 schools and municipal libraries. The components of the Special Education Warranty are listed in the table below.

Table 3. Components of the Special Education Warranty

Product family	Cisco warranty	Hardware replacement	Software replacement	Technical assistance from TAC	OS software upgrades
Wireless controllers for EDU customers	Special Education Warranty (WARR-ELTD-LIFE-EDU)	Next business day	Media only: 90 days	Yes: 3-year phone support	Yes: 3 years

* Warranty coverage will always require a call to open an RMA and will not be managed online. Historically, that's to make sure the correct part is sent and the RMA solves the issue. Warranty is not a service contract, and we do not map a product supported only by a warranty to any contract(s) the customer may hold.

² Success Track is a comprehensive suite of success services. Two different levels are available to meet varying customer needs. Success Track L1 is the entry-level option; it is priced the same as Cisco Solution Support but offers additional capabilities. You can find more resources for Success Track [here](#).

³ Refer to Cisco Responsibilities [here](#) for details.

Cisco Catalyst wireless access points

Cisco DNA licenses are required for connecting any access points to Catalyst 9800 Series Controllers and/or Cisco DNA Center. Each Catalyst access point comes with a limited lifetime hardware warranty (LLW) and is sold with both a network stack perpetual license (Network Essentials or Network Advantage) and a Cisco DNA Software term-based subscription license (Cisco DNA Essentials, or Advantage).

We recommend that Cisco DNA subscription customers purchase Cisco Solution Support for both hardware and license support.

[Cisco Embedded Software Support](#) SWSS is included with the purchase of the software subscription. Cisco Embedded Software Support provides access to Cisco technical support online or by phone.

Note: An Active DNA license does not cover TAC support for devices or EWC.

Covered products

This section covers the technical services feature matrix and descriptions for the following products:

- Cisco Catalyst indoor access points
- Cisco Catalyst outdoor access points

The table below provides insight into technical services features for **Cisco Catalyst wireless access points**.

Table 4. Technical services for Cisco Catalyst wireless access points

Service features	Limited lifetime hardware warranty (included with purchase)	Cisco DNA subscription (default)	Cisco Smart Net Total Care (optional)	Cisco Solution Support (optional)	Success Track L1 ²
Cisco Catalyst wireless access points⁴					
Warranty: * Limited lifetime hardware replacement; local business hours, ship a replacement part within 10 working days after receipt of the RMA request. Actual delivery times may vary depending on customer location.	●				
Global 24x7 hardware and IOS XE TAC support (Network Essentials and Advantage)			●	●	●
24-hour access to Cisco online resources		●	●	●	●
AP operating system updates and upgrades		●	●	●	●
**Global 24x7 Cisco DNA subscription TAC support in Cisco Catalyst Center		●		●	●
Hardware replacement (2- and 4-hour, next calendar day, next business day)			●	●	●
Proactive diagnostics and immediate alerts on devices through Cisco Smart Call Home			●	●	●
Web-based user community for self-service support for smart capabilities			●	●	●
Primary point of contact with solution-level expertise				●	●
Accountability for issue resolution, no matter where it resides				●	●
Coordination between Cisco TAC and solution partner product support teams				●	●
Case management from first call to resolution				●	●

Service features	Limited lifetime hardware warranty (included with purchase)	Cisco DNA subscription (default)	Cisco Smart Net Total Care (optional)	Cisco Solution Support (optional)	Success Track L1 ²
SLO30+³ prioritized case handling				●	●
Proactive support to identify and mitigate potential issues or resolve issues				●	●
Ask the Experts Success Track Communities Cisco Community Success Tips					●
Insights and analytics <ul style="list-style-type: none"> • Adoption view • Assets and license view • Rapid problem resolution • Personalized exposure checks • Case management 					●
E-learning					●

² Success Track is a comprehensive suite of success services. Two different levels are available to meet varying customer needs. Success Track L1 is the entry-level option; it is priced the same as Cisco Solution Support but offers additional capabilities. You can find more resources for Success Track [here](#).

³ Refer to Cisco Responsibilities [here](#) for details.

⁴ The Cisco/Meraki limited lifetime hardware warranty is applicable to Catalyst 9162, 9164, and 9166 access points. Cisco or its service center will use commercially reasonable efforts to ship a replacement part within five business days after receipt of the RMA request to the customer address of record. Shipments will use commercially reasonable efforts for delivery depending on region. Actual delivery times may vary depending on customer location. Taxes and duties may apply and will be borne by the recipient of the replacement part.

** Upgrades of Cisco DNA Software subscription licenses

Upgrades from Cisco DNA Essentials to Cisco DNA Advantage licenses are available for an additional fee. If the customer chooses to upgrade a Cisco DNA Software subscription license, a corresponding upgrade of the network stack license on the applicable access point is free.

Cisco Meraki access points (MR)

All Cisco Meraki® access points require valid licensing to operate. The MR license covers software and hardware technical support and includes RMA. Please visit:

https://documentation.meraki.com/General_Administration/Licensing/Meraki_MR_License_Guide.

Important links

Get information on Cisco wireless products: [Cisco wireless](#)

Wireless Cisco DNA licensing

For information about licensing and packaging, refer to [Cisco DNA](#) Software for Wireless.

Warranty information

The warranty provides coverage of the hardware for as long as the original end user continues to own or use the product. For more details, visit <https://www.cisco.com/go/warranty>.

Restrictions. This limited warranty does not apply if the hardware (a) has been altered, except by Cisco or its authorized representative; (b) has not been installed, operated, repaired, or maintained in accordance with instructions supplied by Cisco; (c) has been subjected to abnormal physical or electrical stress, abnormal environmental conditions, misuse, negligence, or accident; or (d) is licensed for beta, evaluation, testing, or demonstration purposes.

Return materials authorizations

To receive a Return Materials Authorization (RMA) number:

- Contact the party from whom you purchased the product.
- If you purchased the product directly from Cisco, call Cisco TAC by phone to start validation of your warranty claim.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, visit <https://www.cisco.com/go/DirTAC>.

If you are instructed to return your product under the terms of your warranty and are issued an RMA number, follow these steps:

- Return the unit to Cisco or your network supplier as instructed.
- Your unit will be replaced per the applicable warranty guidelines.
- If you cannot locate your network supplier, you may return the unit to Cisco.

IMPORTANT NOTE: All material returned to Cisco must be accompanied by an RMA number. This number is necessary so that the factory can ensure proper tracking and handling of returned material.

If you do not have an RMA number, Cisco reserves the right to refuse receipt of returned units.

Service assistance

If you have a Cisco Smart Net Total Care service agreement or other maintenance agreement, request service under your agreement. You can purchase maintenance contracts from your local network supplier or from Cisco directly.

Call the Cisco TAC line if you have contracted for this service. TAC support is not available as part of the warranty alone. To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to <https://www.cisco.com/go/DirTAC>.

For detailed information regarding the services,

Visit: <https://www.cisco.com/c/en/us/about/legal/service-descriptions.html?dtid=osscdc000283>.

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