



Cisco Technical Services and Warranty Comparison

At-A-Glance

All Cisco hardware and software products are covered by warranty for a minimum of 90 days. Some product warranties may vary. Warranty terms and other information are available at www.cisco.com/go/warranty. In addition, Cisco also offers technical support and technology-specific services designed to meet your business needs and assist you in effectively managing your network. To find the appropriate support service for your Cisco product, visit www.cisco-servicefinder.com. To view details on all Cisco Technical Services, visit www.cisco.com/go/ts.

Technical Services

Cisco technical service contracts can extend the life of your IT investment. Services range from traditional maintenance and support, to proactive and predictive services that utilize smart services capabilities.

	Cisco Warranty	Cisco SMARTnet® Service	Cisco Smart Foundation Service	Cisco Smart Care Service	Cisco SP Base Service	Cisco Software Application Support Services (SAS and SASU)	Cisco Focused Technical Support Services
Products Covered	All	All hardware products and operating system software ¹	Select Cisco SMB-class products	Cisco SMB-class, security, and voice products	Select service provider or carrier-class products	Covers most Cisco application software products	All (valid SMARTnet or SP Base coverage is prerequisite)
Duration	Standard Hardware: 90 days (specific products 1 year/limited lifetime) ² Standard Software: 90 days ²	Renewable 1-, 3-, or 5-year contracts, depending on product family	Renewable 1-, 3-, and 5-year contracts	Automatic contract renewal	Renewable 1-, 3-, and 5-year contracts	Renewable 1-, 3-, and 5-year contracts	Renewable 1-, 3-, and 5-year contracts
Cisco Technical Assistance Center (TAC) Support	No	24x7 coverage	Business hours access to SMB TAC (access levels vary by region)	Provided through Cisco Smart Care partner	24x7 coverage	24x7 coverage	Provided through prerequisite services
Advance Hardware Replacement	10 business days ²	Next business day, 8x5x4, 24x7x4, 24x7x2 delivery options as available ³	Next business day as available, otherwise same day ship	Next business day as available, otherwise same day ship, 24x7x4 option available ³	Next business day, 8x5x4, 24x7x4, 24x7x2 delivery options as available, ³ RTF option available	No	Provided through prerequisite services
Remote Monitoring, Diagnostics, and Alerts	No	Available on select devices with Smart Call Home feature	No	Proactive network-wide monitoring, assessments, and notifications	No	No	No
Operating System (OS) Updates	No ⁴	Yes ⁵	Bug fixes or patches only	Yes ⁵	Yes ⁵	No	Provided through prerequisite services
Application Software Updates and Upgrades	No ⁴	No	No	Yes	No	SAS provides updates only; SASU provides updates and upgrades	No
Security Threat Mitigation	No	No	No	No	No	No	No
Online Technical Resources	Unregistered access only	Direct 24x7 registered access	Available through Smart Foundation Portal	Access through Cisco Smart Care partner	Direct 24x7 registered access	Direct 24x7 registered access	Provided through prerequisite services
Engineering/Operations Support	No	SMARTnet Onsite service option available	No	No	SP Base Onsite service option available	No	3 levels of premium, high-touch services available

Footnotes:

1. Some equipment exclusions might apply; consult service sales representatives for more details.

2. Optical networking products offer 5 year limited hardware warranty with 15 days return to factory replacement and 1 year limited software warranty; this warranty only applies to the ONS product line.

3. Advance hardware replacement is available in various service-level combinations. For example, 8x5xNBD indicates that shipment will be initiated during the standard 8-hour business day, 5 days a week (the generally accepted business days within the relevant region), with next business day (NBD) delivery. Where NBD is not available, same day ship is provided. Restrictions apply; please review the appropriate service descriptions for details.

4. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications.

5. Cisco Operating System Updates include the following: maintenance releases, minor updates, and major updates within the licensed feature set.



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Technology-Specific Technical Services

Cisco offers support services that provide features and capabilities customized for specific technology needs. These services cover our Unified Communications and TelePresence products, as well as security and other advanced capability products.

	Cisco Warranty	Cisco SMARTnet Service for SCBS	Cisco TelePresence Essential Operate Service	Cisco Unified Communications Essential Operate Service	Cisco Services for Intrusion Prevention Systems (IPS)	Cisco Remote Management Services
Products Covered	All	Offered for the Cisco Unified Communications 500 platform; supports up to 64 users	Cisco TelePresence systems	Unified Communications products	Cisco Intrusion Prevention System products ¹	Select advanced technology products
Duration	Standard Hardware: 90 days (specific products 1 year/ limited lifetime) ² Standard Software: 90 days ²	Renewable 1-, 3-, and 5-year contracts	Renewable 1-, 3-, and 5-year contracts	Renewable 1-, 3-, and 5-year contracts	Renewable 1-, 3-, and 5-year contracts	Renewable 1-, 2-, and 3-year contracts
Cisco Technical Assistance Center (TAC) Support	No	24x7 coverage	24x7 coverage	24x7 coverage	24x7 coverage	No
Advance Hardware Replacement	10 business days ²	Next business day, 8x5x4, 24x7x4 delivery options as available ³	Next business day, 8x5x4, 24x7x4 delivery options as available ³	Next business day, 8x5x4, 24x7x4 delivery options as available ^{3,4}	Next business day, 8x5x4, 24x7x4, 24x7x2 delivery options as available, ³ RTF option available	No
Remote Monitoring, Diagnostics, and Alerts	No	No	No	No	No	24x365 monitoring; incident identification; problem, change, and configuration management; and reporting
Operating System (IOS) Updates	No ⁵	Yes ⁶	Yes ⁶	No	Yes ⁶	No
Application Software Updates and Upgrades	No ⁵	Yes	Yes	Yes ⁷	No	No
Security Threat Mitigation	No	No	No	No	Provides IPS intelligence, signature, and detection engine updates	No
Online Technical Resources	Unregistered access only	Direct 24x7 registered access	Direct 24x7 registered access	Direct 24x7 registered access	Direct 24x7 registered access	No
Engineering/Operations Support	No	No	Onsite service is included at all service levels	24x7x4 onsite service option available ⁵	Onsite service option available	No

Footnotes:

- Supported products include Cisco IPS appliances and blades for Catalyst 65xx switches and ISR routers, adaptive security appliances, and ISR routers with IPS integrated in IOS.
- Optical networking products offer 5 year limited hardware warranty with 15 days return to factory replacement and 1 year limited software warranty, this warranty only applies to the ONS product line.
- Advance hardware replacement is available in various service-level combinations. For example, 8x5xNBD indicates that shipment will be initiated during the standard 8-hour business day, 5 days a week (the generally accepted business days within the relevant region), with next business day (NBD) delivery. Where NBD is not available, same day ship is provided. Restrictions apply; please review the appropriate service descriptions for details.
- Parts replacement only available for Unified Communications Business Edition and PhoneProxy. Other UC products require Cisco SMARTnet Service for hardware support.
- Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications.
- Cisco Operating System Updates include the following: maintenance releases, minor updates, and major updates within the licensed feature set.
- Software application upgrades may be purchased by adding a Unified Communications Software Subscription to the Unified Communications Essential Operate Service.