Service Description

Cisco Smart Net Total Care

This Service Description is part of the Services Agreement (as defined in the Services Guide) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

This document describes Cisco's Smart Net Total Care (SNTC) device level support:

- TAC.
- RMA (including Parts and Onsite options where available).
- Software Download (including Data Collection Tools and Smart Applications where available).
- Cisco.com (including Smart Enabled Portal where available).

2. Cisco Responsibilities

Cisco will provide the various Service described below as selected and detailed on the PO for which Cisco has been paid the appropriate fee.

2.1 Technical Support

- Cisco will provide access to TAC twenty-four (24) hours per day, seven (7) days per week.
    - Response times for Severity Levels 1 and 2 calls are within one (1) hour.
    - Response times for Severity Levels 3 and 4 calls:
        - During Business Hours - within one (1) hour.
        - Outside of Business Hours - within the Next Business Day during Business Hours.

2.2 Online Access

- Access to Cisco.com, which provides You with helpful technical and general information on Cisco Products as well as access to Cisco's on-line Software Central library. Please note that access restrictions identified by Cisco may apply.
- Cisco Support Communities including access to SNTC Support Community and Smart Portal (where available). This is a web-based user interface to access Smart Net Total Care various reports, compiled through use of Smart capabilities.
- Self-service access to the Smart Portal (for access to SNTC reports), Smart Applications (to manage service entitlement and other features), and Collector Software (to collect information relating to installed Cisco Product configuration and inventory).

2.3 Software Download

- Operating system updates, work-around solutions, or patches to reported Software problems using reasonable commercial efforts. Cisco will either make a Software patch available from the Cisco Software Central (www.cisco.com/go/software) or provide a Maintenance Release to You for the Product experiencing the problem.
- Updates where available and where You request these for supported Software.
- Software releases and any supporting Documentation will be made available from the Cisco Software Central.
- Data Collection Tools are provided by Cisco with the features enabled as the default configuration to collect data upon installation. Such collections will continue until such time as the Data Collection Tools are disabled or uninstalled.

2.4 Returns Material Authorization (RMA)

- Advanced hardware parts replacement, with onsite services as additional options availability varies by location, subject to geographic and weight restrictions depending upon Your location. If You have not purchased an RMA Service Level, then no hardware replacement services will be provided.
- You may check availability by accessing Cisco's Service Availability Matrix at: http://tools.cisco.com/apidc/sam/search.do
- Heavy Weighted & Over Sized Products: https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/service-availability-heavyweight-oversized-product.pdf
- Please note that destination country importation, compliance with US export controls and customs processes may condition actual delivery times. Advance Replacement to and from the European Union will be shipped Delivered Duty Paid (DDP) (Incoterms 2010). All other Advance Replacement will be shipped Delivered At Place (DAP) (Incoterms 2010), exclusive of any import duties, taxes and fees, where applicable. All Advance Replacement will be shipped using Cisco's preferred carrier, freight prepaid by Cisco. Requests for alternate carriers will be at Your expense. Chassis and line card Advance Replacement Service must be at the same level of coverage. Cisco will provide You with Advance Replacement(s) that are either new or equivalent to new.
- Cisco will use commercially reasonable efforts to provide You with Hardware replacement services where available.

RMA Service Levels:

Hardware Service Options	24x7x2		24x7x4		8x5x4[1]		8x7xNext Calendar Day[2]		8x5xNext Business Day[2]	
	HW Only	Onsite	HW Only	Onsite	HW Only	Onsite	HW Only	Onsite	HW Only	Onsite

	2HR	2HR	4HR	4HR	4HR	4Hr	NCD	NCD	NBD	NBD
Advance Replacement of HW	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
RMA Service Level	2HR	2HR	4HR	4HR	4HR	4Hr	NCD	NCD	NBD	NBD
RMA Installation	Self	Cisco Tech	Self	Cisco Tech	Self	Cisco Tech	Self	Cisco Tech	Self	Cisco Tech
Services Availability	7 days a week 24 hours per day				Business Days Business Hours		7 days a week Business Hours		Business Days Business Hours	
Includes Local Observed Holidays	Yes				No		Yes		No	

Onsite Support Option: You can also opt to schedule the Field Engineer arrival. Please consult the [Onsite Field Engineer Duties](#) for further details.

- With 2hr and 4hr service levels, You can schedule FE arrivals any hour of the day/week.
- With NCD and NBD service levels, FE arrival times are limited from 9:00 AM (earliest arrival time) to 5:00 PM (latest arrival time) and scheduling is only available the day(s) after the part arrival.

[1]For 8x5x4 deliveries the RMA request must be created by 1:00 PM Local Depot Time. For RMA requests after 1:00 PM Local Depot Time, delivery will be the next Business Day.

[2]For Next Calendar Day and Next Business Day delivery, the RMA request must be created by 3:00 PM Local Depot Time for delivery on the Next Calendar Day or Business Day. Exception: For the United States and Canada, the RMA request must be created by 6:00 PM Eastern Standard Time. In countries where Next Calendar Day and Next Business Day services are not available; Cisco will ship the RMA as a Same Day Shipment.

Onsite with Troubleshooting option: Where available, for Onsite Troubleshooting options, at the sole discretion of Cisco Technical Assistance Center TAC, Cisco may dispatch a kit of "troubleshooting parts" with the FE, or TAC may dispatch a FE early in the troubleshooting process to provide "eyes on ground" feedback to diagnose the root cause of Your issue.

Drive Retention option: Where available, in the event You purchase this service, TAC can authorize You to retain the defective drive in connection with troubleshooting a drive problem.

Local Language Technical Support option: Where available, and subject to an additional fee, local language support for calls on all assigned severity levels may be available for specific product(s).

3. Customer Responsibilities

- Provide thirty (30) days' notice of: (1) requested additions to Your equipment list and (2) Products that have been moved to a new location. Services will be provided to You beginning thirty (30) days of receipt of such notification.
- Defective parts must be returned in accordance with the [Cisco RMA Policy for Warranty and Hardware Support Contract Returns](#).
- You are responsible for proper packaging of the returned parts and must include a description of the failure and the written specifications of any changes or alterations made. It is important to return only the components for which replacements have been provided. Accessories and other modular components should be transferred to the replacement device and not included with the return item. Cisco is not responsible for excess items returned in error.
- Packages for replacement in accordance with this subsection will be shipped by customer Delivered at Place (DAP) (Incoterms 2010), including any applicable import duties, taxes and fees. Customers under a current service maintenance contract for the replacement hardware or participating in Cisco's Trade In program may be able to schedule a pickup of authorized returns at no additional charge using Cisco's Product Online Web Returns (POWR) tool located at www.cisco.com.
- You are responsible for providing any hardware or software necessary to support the Data Collection Tools and the collection process.
- You will permit the Data Collection Tools to access all Customer network devices managed by the inventory collection process. If Customer elects to disable collection features or uninstall the Data Collection Tools, You acknowledge that Cisco will be unable to provide certain elements of the service.