Cisco Smart Net Total Care

This document must be read in conjunction with How Cisco Provides Services, which is incorporated into this document by reference.

This document describes Cisco’s Smart Net Total Care (SNTC) Device Level Support:

- Technical Assistance Center (TAC)
- Returns Material Authorization (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)

Cisco Responsibilities

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

Technical Support

- Access to TAC 24 hours per day, 7 days per week to assist with Product use, configuration and troubleshooting issues by telephone, web case submission, and online tools.
- Cisco will respond within one (1) hour for all calls received during Business Hours and for Severity 1 and 2 calls received outside of Business Hours. For Severity 3 and 4 calls received outside of Business Hours, Cisco will respond within twenty-four (24) hours.

Online Access

- Access to Cisco.com, which provides Customers with helpful technical and general information on Cisco Products as well as access to Cisco's on-line Software Center library. Please note that access restrictions identified by Cisco from time to time may apply.
- Cisco Support Communities including access to SNNTC 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 SNNTC reports), Smart Applications (to manage service entitlement and other features) and Collector Software (to collect information relating to installed Cisco Product configuration and inventory)

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 Center (www.cisco.com/go/software) or provide a Maintenance Release to Customer for the Product experiencing the problem.
- Updates where available and where Customer requests these for supported Software.
- Software releases and any supporting Documentation will be made available from the Cisco Software Center.
• Data Collection Tools are provided by Cisco with the features enabled as the default configuration in order to collect data upon installation. Such collections will continue until such time as the Data Collection Tools are disabled or uninstalled.

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 Customer’s location. If Customer has not purchased an RMA Service Level, then no hardware replacement services will be provided.
• Customer may check availability by accessing Cisco’s Service Availability Matrix at: http://tools.cisco.com/apidc/sam/search.do
• 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 Customer’s expense. Chassis and line card Advance Replacement Service must be at the same level of coverage. Cisco will provide Customer with Advance Replacement(s) that are either new or equivalent to new.
• Cisco shall use commercially reasonable efforts to provide Customer with Hardware replacement services where available.

RMA Service Levels:

<table>
<thead>
<tr>
<th>Hardware Service Options</th>
<th>24x7x2</th>
<th>24x7x4</th>
<th>8x5x4</th>
<th>8x7xNext Calendar Day</th>
<th>8x5xNext Business Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>HW Only Onsite</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advance Replacement of HW</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>RMA Service Level</td>
<td>2HR</td>
<td>2HR</td>
<td>4HR</td>
<td>4HR</td>
<td>NCD</td>
</tr>
<tr>
<td>RMA Installation</td>
<td>Self</td>
<td>Cisco Tech</td>
<td>Self</td>
<td>Cisco Tech</td>
<td>Self</td>
</tr>
</tbody>
</table>
Services Availability

<table>
<thead>
<tr>
<th></th>
<th>7 days a week 24 hours per day</th>
<th>Business Days Business Hours</th>
<th>7 days a week Business Hours</th>
<th>Business Days Business Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Includes Local Observed Holidays</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

**Onsite Support Option:** Customer 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; customer 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.

: For 8x5x4 deliveries the RMA request must be created by 1:00pm Local Depot Time. For RMA requests after 1:00PM Local Depot Time, delivery will be the next Business Day.
: For Next Calendar day and Next Business day delivery, the RMA request must be created by 3:00pm Local Depot Time for delivery on the next calendar day or Business Day. Exception: For United States and Canada, the RMA request must be created by 6:00pm 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 the customer issue.

**Drive Retention option:** Where available, In the event Customer purchases this service, if, during the course of troubleshooting a drive problem, Cisco Technical Assistance Center (TAC) can authorize Customer to retain the defective drive.

**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).

**Customer Responsibilities**

- Provide thirty (30) days notice of: (1) requested additions to Customer’s equipment list and (2) Products that have been moved to a new location. Services will be provided to Customer beginning thirty (30) days of receipt of such notification.
- Defective parts must be returned within ten (10) calendar days of the ship date of the replacement part(s). For defective parts that have not been returned within thirty (30) calendar days after shipment of the replacement parts, Cisco reserves the right to charge liquidated damages equivalent to the full list price (not discounted) of the parts not returned in accordance with Cisco’s return materials authorization (RMA) procedure located at www.cisco.com.
• Customer is 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 shall be shipped by customer Delivered at Place (DAP) (Incoterms 2010), including any applicable import duties, taxes and fees; however, 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.

• Customer is responsible for providing any hardware or software necessary to support the Data Collection Tools and the collection process.

• Customer 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, Customer acknowledges that Cisco will be unable to provide certain elements of the service.