

Cisco Smart Net Total Care Service: More Value and Coverage than a Warranty

Cisco® Smart Net Total Care service goes far beyond a simple warranty replacement policy. Table 1 compares Cisco’s standard warranty with Smart Net Total Care® support coverage.

Table 1. Smart Net Total Care versus Cisco standard warranty

	Equipment covered	Duration	Hardware replacement	Cisco OS updates	Cisco Technical Assistance Center (TAC) configuration and troubleshooting support	Additional Cisco.com access and benefits	Smart entitlement
Cisco Smart Net Total Care	All ¹	Renewable contracts	Advance hardware replacement: -24x7x2 hours -24x7x4 hours -8x5x4 hours -8x7x Next Calendar Day (NCD) -8x5x Next Business Day (NBD)	Yes; updates within licensed feature set ²	Yes ³	Yes ⁴	Yes
Cisco standard hardware warranty	All ¹	90 days ¹	Advance replacement (10 business days) ⁵	No ⁶	No ⁷	No	No

¹Some equipment exclusions may apply. Consult a service sales representative for more details.

²Cisco Unified Computing System™ (Cisco UCS®) also includes ongoing downloads of BIOS, drivers, firmware, and Cisco UCS Manager.

³Cisco TAC support for portal and collections requires the purchase of Smart Assist service.

⁴Includes access to smart capabilities: Smart Net Total Care portal/collections and optional addition of Smart Call Home

⁵This table refers to [Cisco’s standard hardware warranty](#). Additional Cisco warranties are referenced at <https://www.cisco.com/go/warranty>.

⁶This warranty ensures that software media is free of defects.

⁷Hardware fault identification/Return Materials Authorization (RMA) validation only.

For more information

To learn more about Cisco Smart Net Total Care Service, visit <https://www.cisco.com/go/sntc> or contact your local account representative.

Smart Net Total Care entitles you to smart capabilities that help you mitigate risk, resolve problems faster, and increase operational efficiency. You are entitled to self-service access to the Cisco software collector and to the Smart Net Total Care portal as well as reports that provide you with actionable information about service coverage, product lifecycles, and security and product alerts that apply to your network.

Optionally, our Smart Assist service is available for those who would like to accelerate their use of the smart capabilities. This service provides you with Cisco assistance for Cisco collector installation and smart capabilities training as well as installed base reconciliation and TAC support for usage issues involving the Smart Net Total Care portal and collection uploads.