

Cisco SMARTnet - extended service agreement(CON-SNT-BE6MM5K9)

Cisco SMARTnet - Extended service agreement - replacement - 8x5 - response time: NBD - for P/N: BE6M-M5-K9, BE6M-M5-K9-RF, BE6M-M5-K9-WS

Cisco SMARTnet Service is an award-winning technical support service that offers direct, anytime access to Cisco engineers and an extensive range of technical resources. SMARTnet delivers rapid issue resolution, flexible device-by-device coverage, and premium service options to help maximize operational efficiency.

Key Selling Points

- Around-the-clock, global access to the Cisco Technical Assistance Center (TAC)
- Access to the extensive Cisco.com knowledge base and tools
- Next-business-day advance hardware replacement (premium options available for business-critical devices, such as 2-hour replacement and onsite parts replacement and installation)
- Ongoing operating system software updates and upgrades
- Cisco OS software support to extend the life of Cisco devices with improved security, increased performance, bandwidth management, new protocol support, and greater interoperability
- Proactive diagnostics and real-time alerts on select devices with Smart Call Home

Main Specifications

Product Description	Cisco SMARTnet - extended service agreement
Type	Extended service agreement
Service Included	Replacement
Response Time	Next business day
Service Availability	8 hours a day / 5 days a week
Designed For	P/N: BE6M-M5-K9, BE6M-M5-K9-RF, BE6M-M5-K9-WS

Extended Specification

General

Service Included	Replacement
Response Time	Next business day
Service Availability	8 hours a day / 5 days a week

Details

Service & Support	Extended service agreement - parts - response time: NBD - availability: 8 hours a day (9:00 AM - 5:00 PM) / Monday-Friday Technical support - phone consulting - availability: 24 hours a day / Monday-Sunday Product info support - web knowledge base access - availability: 24 hours a day / Monday-Sunday New releases update
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Compatibility Information

Designed For	P/N: BE6M-M5-K9, BE6M-M5-K9-RF, BE6M-M5-K9-WS
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