

Cisco SMARTnet extended service agreement (CON-SNT-CP8821K9)

Cisco SMARTnet - Extended service agreement - replacement - 8x5 - response time: NBD - for P/N: CP-8821-K9=, CP-8821-K9-WS

Your network is the lifeline that connects your customers to goods and services. The effects of downtime can significantly decrease productivity, erode customer confidence, and result in lost revenue. Cisco SMARTnet Service helps you reduce downtime with fast, expert technical support, flexible hardware coverage, and smart, proactive device diagnostics. Cisco SMARTnet Service is essential to keeping your business functions available, secure, and operating at peak performance.

Key Selling Points

- Get direct access to the Cisco Technical Assistance Center (TAC), which is staffed by thousands of Cisco professionals
- Gain access to extensive support resources 24 hours a day, 365 days a year through Cisco's online knowledge base, communities, resources, and tools
- Within your licensed feature set, get ongoing OS support for both minor and major OS releases
- The right level of hardware support helps minimize downtime

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: CP-8821-K9=, CP-8821-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: next business day - 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: CP-8821-K9=, CP-8821-K9-WS
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