

Cisco SMARTnet Solution Support (CON-SSSNT-ARAPIEK9)

Cisco SMARTnet Solution Support - Extended service agreement - replacement - 8x5 - response time: NBD - for P/N: AIR-AP2802I-E-K9, AIR-AP2802I-EK9-RF, AIR-AP2802I-EK9-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

Product Features

Comprehensive support services
The extended service agreement encompasses various essential support services, ensuring that all technical issues can be addressed promptly and effectively.

Replacement options
A replacement service is included, providing peace of mind with the assurance that hardware can be swapped out when necessary.

Direct consulting access
Customers benefit from phone consulting, allowing for personalized support that helps tackle specific challenges faced during operation.

Self-service knowledge base
With access to a web knowledge base, users can find solutions independently, enhancing their understanding and efficiency.

Updates and product information
This service includes updates on new releases and essential product information, ensuring that users stay informed about the capabilities of their systems.

Main Specifications

Product Description	Cisco SMARTnet Solution Support - 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: AIR-AP2802I-E-K9, AIR-AP2802I-EK9-RF, AIR-AP2802I-EK9-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: AIR-AP2802I-E-K9, AIR-AP2802I-EK9-RF, AIR-AP2802I-EK9-WS
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