

Cisco Small Business Pro Service

Q. Can the Cisco® Small Business Pro Service be purchased for less than or more than three years?

A. No. The Cisco Small Business Pro Service can only be purchased in increments of three years.

Q. What if a customer needs more than three years of the service?

A. The Cisco Small Business Pro Service can be renewed by a partner or customer after three years.

Q. Is the Cisco Small Business Pro Service available on traditional Cisco branded products?

A. No. The Cisco Small Business Pro Service can only be purchased on Cisco Small Business Pro branded products.

Q. How is pricing calculated for a product's Pro Service level?

A. The service pricing is based on the complexity of the product and is configured to be priced advantageously for small businesses.

Q. Can a company that is not a small business purchase Cisco Small Business Pro Products and Service?

A. Yes. In fact Cisco Small Business Pro Products and Service fit very well as branch office solutions.

Q. I can't find my contract information. How do I open a case?

A. You may call your local Small Business Support Center (insert link to phone #s here), and an agent will be able to locate your contract number.

Q. I was not offered a Cisco Small Business Pro Support Contract when I purchased my product. How do I purchase a contract?

A. Contact the partner that sold you the Cisco Small Business Pro product to purchase service. If you do not know who the partner was, visit <http://tools.cisco.com/WWChannels/LOCATR/openBasicSearch.do>.

Q. If I need to open a case, when can I contact the Small Business Support Center?

A. The Small Business Support Center can be contacted between 8 a.m. and 5 p.m. local time.

Q. What if I need support outside of 8 a.m. to 5 p.m. local time?

A. Complimentary 24x7 online support is provided by the Cisco Small Business Support Community at www.cisco.com/go/smallbizsupport.

Q. Do I need a Cisco Small Business Pro Service contract to visit the Small Business Support Community?

A. No. This service is free, but you will need a Cisco.com login to post content on the Community.

Q. My Cisco Small Business Pro Product is protected by a warranty. Why should I purchase the Cisco Small Business Pro Service?

A. The Cisco warranty does not entitle you to phone support during local business hours or next business day RMA/returns. You get both with Cisco Small Business Pro Service. This is called "Three Year Peace of Mind."

Q. What is the difference between the Cisco warranty RMA/returns policy compared to the Cisco Small Business Pro Service plan?

A. The warranty for Cisco Small Business Pro Switches includes five years of Next Business Day RMA/returns. The warranty for all other Cisco products includes one year of 10 Business Day RMA/returns. The Cisco Small Business Pro Service entitles you to three years of Next Business Day RMA.

Q. How will Cisco support small business networks that have a mix of Cisco, Cisco Small Business, and/or Cisco Small Business Pro products?

- A. Cisco has aligned our support process to best meet the needs of our customers. If your primary product is a Cisco Small Business, Cisco Small Business Pro, or Linksys Business product, contact the Small Business Support Center for best results. For all other Cisco products, contact the Cisco Technical Assistance Center (TAC). Both Cisco support organizations will assess your case based on your product serial number and can route your case appropriately when necessary.

Small Business Support Center:

www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html

TAC: www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html.



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