

Support Services Comparison

| | Standard Tech Support Free for one year. To purchase extended warranty (2-5 years), please contact a professional services coordinator. | NetSure™ Support NetSure is a comprehensive maintenance program that covers a range of network equipment from leading manufacturers. | Professional Services Offers full network consulting services to help architect and configure any environment for optimal performance. |
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| Response Time | <ul style="list-style-type: none"> All calls will receive a response within 24 hours | <ul style="list-style-type: none"> All calls will receive a response within 30 minutes during normal business hours All calls will receive a response within 1 hour after normal business hours | |
| Response Days | <ul style="list-style-type: none"> Monday - Friday, 8:00 a.m. - 5:00 p.m. Supported from Dallas, Santa Barbara, Amsterdam or Singapore Business holidays excluded | <ul style="list-style-type: none"> 24 hours a day, 7 days a week, 365 days a year | |
| Replacement | <ul style="list-style-type: none"> Advance replacement: no waiting for return or repair (best effort based on equipment availability) | <ul style="list-style-type: none"> Guaranteed advance replacement: no waiting for return or repair Next business day to most locations (option of same-day replacement also available) | |
| Technical Support | <ul style="list-style-type: none"> Configuration (config.) guides Config. samples Device level troubleshooting to determine hardware failure (show commands) Remote configuration assistance not included Cisco-certified technicians | <ul style="list-style-type: none"> Prioritized support: move to the front of the line After hours support Standard-level config. support Remote configuration assistance including: Port config., Vlan config., telnet/SSH config, IOS upgrade/ downgrade assistance System diagnostics and active alarm Operating system release advising Cisco-certified technicians | <ul style="list-style-type: none"> Voice Installation Security Installation & Configuration Wireless Installation & Configuration Large Router and/or Switch Installation & Configuration Optical Gear Installation & Configuration MPLS Configuration and Troubleshooting |

