

# Waiving Cisco Technical Services Coverage

## Understanding Your Risks

### Warranty:

- A promise to repair or replace a defective part
- Tied specifically to a product and only that product
- Limited in time and scope
- Provides only basic investment protection
- Applies only to original end-user

### Cisco Technical Services can provide access to:

- Configuration troubleshooting assistance
- OS software updates
- Software updates and upgrades
- Expert advice and technical guidance
- Expedited advance hardware replacement
- Up-to-date security content such as signature file updates

For more information, visit [Cisco.com](http://Cisco.com).

### Cisco Technical Services

[www.cisco.com/go/ts](http://www.cisco.com/go/ts)

### Cisco product warranties

[www.cisco.com/go/warranty](http://www.cisco.com/go/warranty)

To Our Valued Customer:

Choosing to decline Cisco® Technical Services coverage means that your Cisco hardware and software will be supported only by the factory warranty. All Cisco hardware and software products are covered by warranty for a minimum of 90 days. Some products have longer warranty coverage periods.

It is a common misconception that because a warranty provides replacement for defective parts it can be used to resolve service issues. In reality, if the issue isn't simply a defective part, then the warranty alone will not be enough to provide the coverage you need. It is important to understand the fundamental differences between warranties and technical services so that you can make an informed decision.

**Warranty Provides Only Basic Protection.** A warranty is a promise to repair or replace a specific product that is deemed to be defective, and for a limited time.

**Cisco Technical Services are fundamentally different than a warranty.** Technical services are an agreement to provide specific assistance to help maintain the ongoing health, security, availability, and reliability of a network or technology. Though the contracted services might be attached to a specific product, such as with the Cisco SMARTnet® Service, the time and scope are defined by the contract and can be continually extended for the lifetime of the solution.

With Cisco Technical Services you receive more than replacement of a defective part. Depending on the contract, a service can help troubleshoot configurations, provide faster advance hardware replacement options, provide access to operating system and application software updates, and provide access to expert advice and comprehensive technical guidance to help you maximize the performance and availability of your network.

**Effect of Choosing Not to Purchase Cisco Technical Services.** By choosing not to purchase Cisco Technical Services for your Cisco solutions, you are limiting the ability of Cisco to support your network. This is especially true during deployment of your solution when configuration troubleshooting and access to expert advice are essential.

If you have a network problem after your solution is deployed and you have no technical services coverage, resolution of the problem might require you to purchase TAC support or OS software updates. You might also incur a return-to-factory charge. All support and maintenance performed by Cisco after the installation is completed will be billable on a time-and-materials basis at the current Cisco hourly support rate. There will be a charge for hardware that needs to be replaced outside of warranty and on a time-and-materials basis. If you choose to purchase Cisco Technical Services at a later date, you might be charged an inspection fee before adding the service.

If you have any questions, please contact your sales representative.