

Computer Communications & Cisco support services overview

Cisco SMARTnet

Support contracts

Are offered with engineering resource as an optional extra:

Cover options

- 8 hours per day, 5 days per week, next business day
- 8 hours per day, 5 days per week, 4 hour response
- 24 hours per day, 7 days per week, 4 hours response

CCO

Access to Cisco connection online web information service

Consulting tools, product news, updates and technical details

TAC access

24 hours per day for complex technical issues

IOS software updates

Automatic updates on all minor and major IOS releases online

Computer Communications support

Same as Cisco SMARTnet with the addition of the following:

Computer Communications support contracts include:

- Guaranteed fix times
- Onsite troubleshooting services for complex network software issues
- Access to C.C.I.E's
- Performance guarantees
- S.L.A's
- Computer Communications all logistics
- Computer Communications assign dedicated account manager
- Computer Communications to handle any network changes
- Maintenance of other vendor's equipment
- Cisco approved support process
- Regular customer satisfaction surveys
- Customer review process

Computer Communications additional options:

- Flexible cover options
- TAC access (via shared support)
- CCO
- IOS software updates