

Cisco Partner Support Service

Extended service agreement - advance parts replacement - 1 year - shipment - 8x5 - response time: NBD - for P/N: C9200L-48P-4G-A - C9200L-48P-4G-A++ - C9200L-48P-4G-A= - C9200L-48P-4G-A-RF

Group	Systems Service & Support
Manufacturer	Cisco
Manufacturer item no.	CON-PSRT-C9200L48



Description

Partner Support Service (PSS) provides qualified Cisco channel partners with the tools and information to improve operational support margins or build a range of support services practices to help expand your business. A collaborative PSS offering is purchased by you, and delivered by you, the partner, with the support of the Cisco services infrastructure. You, the partner, develop and deploy services, based on both foundational and smart capabilities, and retain primary responsibility for providing support to your end users under your own brand of collaborative service, enabled by PSS. Partner Support Service is structured to allow for a phased implementation.

Main features

Product Description	Cisco Partner Support Service - extended service agreement - 1 year - shipment
Type	Extended service agreement
Service Included	Advance parts replacement
Location	Shipment
Full Contract Period	1 year
Response Time	Next business day
Service Availability	8 hours a day / 5 days a week
Designed For	P/N: C9200L-48P-4G-A, C9200L-48P-4G-A++, C9200L-48P-4G-A=, C9200L-48P-4G-A-RF

Extended details

	General
Service Included	Advance parts replacement
Location	Shipment
Full Contract Period	1 year
Response Time	Next business day
Service Availability	8 hours a day / 5 days a week
	Details

Service & Support

Extended service agreement - advance parts replacement - 1 year - shipment - response time: NBD - availability: 8 hours a day / Monday-Friday | Technical support - phone consulting - 1 year - response time: 1 h - availability: 24 hours a day / Monday-Sunday - severity level 1 | Technical support - phone consulting - 1 year - response time: 4 h - availability: business hours / Monday-Friday - severity level 2 | Technical support - phone consulting - 1 year - response time: 72 h - availability: business hours / Monday-Friday - severity level 3 | Technical support - phone consulting - 1 year - response time: 96 h - availability: business hours / Monday-Friday - severity level 4 | Technical support - remote diagnosis - 1 year | Product info support - web knowledge base access - 1 year | New releases update - 1 year | Intrusion definitions update - 1 year

Compatibility Information

Designed For

P/N: C9200L-48P-4G-A, C9200L-48P-4G-A++, C9200L-48P-4G-A=, C9200L-48P-4G-A-RF

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