



SP Base Service

Connect Directly to the Network Experts at Cisco

When a network problem is affecting business-critical systems, get fast access to technology experts with experience in diagnosing the toughest problems. Cisco® SP Base Service connects you directly to the Cisco TAC, staffed by Cisco professionals certified in a broad range of Cisco products, service provider architectures, and advanced technologies. The Cisco TAC employs a sophisticated system that helps ensure that your service request is automatically routed to the appropriate technology team and automatically escalated to the next level of support if it is not resolved within a specified timeframe. To confirm the right remediation action, Cisco engineers can test solutions in a laboratory environment that simulates your network.

The Cisco TAC is available around the clock and around the globe, with support provided in local languages. If your assigned TAC engineer changes for any reason before your service request is resolved, a personal handoff is completed between all parties to provide service continuity through issue resolution. You can confer with Cisco TAC engineers in the way that is most convenient and useful for you, including email, telephone, and web-based collaboration. Throughout a TAC engagement, the goal of every Cisco engineer is to empower your staff through active knowledge transfer.

Benefits

- Fast support from experts:** Connect directly to the Cisco Technical Assistance Center (TAC), staffed by thousands of certified Cisco professionals with experience diagnosing the toughest problems in your network and data center.
- Online self-help support:** Access extensive support resources 24 hours a day, 365 days a year through Cisco's online knowledge base, communities, resources, and tools.
- Smart, proactive diagnostics:** Gain critical insight with the embedded portal and collection features, which offer diagnostics and alerts on enabled devices.
- Ongoing operating system updates:** Access new operating system features, including both minor and major releases, with the latest updates within your licensed feature set.

60 percent of Cisco global service providers use SP Base Service.

Service Features	SP Base Service
Hardware Replacement Options	Advance replacement: <ul style="list-style-type: none"> • 24x7x2 hours (onsite available) • 24x7x4 hours (onsite available) • 8x5x4 hours (onsite available) • 8x5x next business day (NBD) (onsite available) Other: <ul style="list-style-type: none"> • Return to factory (RTF) • Return for repair (RFR)
Cisco TAC Hotline	24x7 access
Cisco.com Knowledge Base and Tools	Full access
Operating System Software	Ongoing updates within the licensed feature set
Smart Portal Access	Self-support access

Ordering Information

Cisco SP Base Service can be ordered through your local Cisco account representative.

- SP Base website: www.cisco.com/web/services/portfolio/product-technical-support/sp-base

SP Base Provides Unique Service Options

Return-to-factory (RTF) service level: Cisco provides RTF service when the customer returns failed hardware to Cisco for replacement. Cisco then ships the replacement hardware to the customer within a specified timeframe.

Service provider factor-based pricing (FBP): FBP quotes use a percentage of the customer's entire installed base price, rather than the Services Price List, to determine the cost of service to the customer. FBP allows service provider customers to maintain a simple pricing methodology.