

# LOS RIOS COMMUNITY COLLEGE DISTRICT

PURCHASING: (916) 568-3071 • FAX: (916) 568-3145  
 ACCOUNTING OPS: (916) 568-3065 • FAX: (916) 286-3636

**PURCHASE ORDER NO 0003016053**

PLEASE SEE REVERSE SIDE FOR TERMS AND CONDITIONS.

|                                     |  |                                     |
|-------------------------------------|--|-------------------------------------|
| <b>Date</b><br>01/26/2015           | <b>Revision</b><br>1 - 02/12/2015      | <b>Page</b><br>1                    |
| <b>Payment Terms</b><br>NET 30      | <b>Freight Terms</b><br>Shipping Point | <b>Ship Via</b><br>Best Metho       |
| <b>Reference:</b><br>3004926 LEWISJ |  | <b>Location / Dept</b><br>04EDCB IT |

**Vendor:** 0000035759  
 DEVELOPMENT GROUP INC  
 PO BOX 991484  
 REDDING CA 96099

**Phone:** (530) 229-0071  
**Fax:** (530) 248-3415

**email:** accounting@development-group.net

**Ship To:** FOLSOM LAKE COLLEGE  
 RECEIVING  
 10 COLLEGE PARKWAY  
 FOLSOM CA 95630-6798  
 United States

**Bill To:** 1919 Spanos Court  
 Sacramento CA 95825-3981  
 United States

Tax Exempt? N

| Line-Sch | Item/Description  | Quantity | UOM | PO Price | Extended Amt | Due Date   |
|----------|---|----------|-----|----------|--------------|------------|
| 1- 1     | ACCESS POINTS - AIR-CAP2702I-A-K9<br>802.11AC CAP W/CLEANAIR; 3X4:3SS;<br>INT ANT; A REG<br>DOMAIN WITH CLIPS AND MOUNTS AS PER<br>ATTACHED QUOTE | 6.00     | EA  | 547.50   | 3,285.00     | 01/30/2015 |
| 2- 1     | SHIPPING AND HANDLING   | 1.00     | EA  | 2.00     | 2.00         | 02/09/2015 |

Reference quote #7238.  
 Please FAX PO to vendor at (530) 248-3415.  
 AP's for the EDC Expansion.

|                         |          |
|-------------------------|----------|
| <b>Sub Total Amount</b> | 3,287.00 |
| <b>Sales Tax Amount</b> | 262.96   |
| <b>Total PO Amount</b>  | 3,549.96 |

| BU    | Acct | Fd | Org        | Prog  | Sub   | Proj | Amount   | BYear |
|-------|------|----|------------|-------|-------|------|----------|-------|
| COPFD | 6490 | 44 | FL.VA.BEQP | 71000 | 00100 | 222Y | 3,549.96 | 2015  |

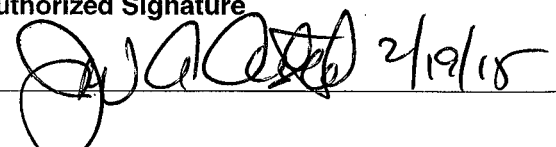
0003004926KIRKLINK16-JAN-2015

Verification of this purchase order can be made using the Los Rios Community College District web site listed below.  
 If you have any questions, please contact the Purchasing Office at (916) 568-3071.

<http://www.losrios.edu/purchasing/povalidation>

All shipments, invoices, and correspondence must be identified with our Purchase Order Number. Overshipments will not be accepted unless authorized by Buyer prior to shipment.

**Authorized Signature**



Notice to vendor: You are responsible for delivering goods and delivery documents to the Receiving Department at the site. Failure to do so will delay payment processing. Vendor is responsible for obtaining verification of delivery by authorized Receiving Room personnel. Receipt of goods by other parties and failure to obtain authorized signatures may also delay payment. NOTE: PAYMENT TERMS NET 30  
 MATERIAL SAFETY DATA SHEETS (MSDS) must be provided with the delivery of product as required by law.

## LOS RIOS COMMUNITY COLLEGE DISTRICT

American River College • Cosumnes River College • Folsom Lake College • Sacramento City College

### PURCHASE ORDER TERMS AND CONDITIONS

1. **APPLICABLE LAW:** The contract resulting from this order shall be governed by the laws of the State of California
2. **COMPLETION OF ORDERS:** LRCCD reserves the right to withhold payment until order is completed.
3. **DISCOUNTS:** Please show cash payment discount offered on your invoice in connection with any discount offered, time will be computed from date of delivery of the supplies or equipment, or from date correct invoices are received in the office specified by LRCCD if the latter date is later than the date of delivery. Payment is deemed to be made for the purpose of earning discount, on the date payment is mailed or on behalf of LRCCD.
4. **INVOICES:** Invoices shall be prepared and submitted in duplicate unless otherwise specified. Invoices shall contain Purchase order number, date, description of items, sizes and quantities, unit prices, extended totals, place and date of delivery. Invoices or vouchers not on printed bill heads shall be signed by the CONTRACTOR or person furnishing the supplies or services. Every invoice shall be properly itemized. If LRCCD has not received billing for product or services within a one year period LRCCD will not be held responsible for satisfying the debt.
5. **CHANGES:** No change or modification in terms, quantities, or specifications may be made without express authorization in writing from the LRCCD Purchasing Office and signed by the parties hereto, and no oral understanding or agreement not incorporated herein shall be binding on any of the parties hereto. If unit cost of any item exceeds the amount shown by 10% or \$250.00 whichever is less do not ship. Contact LRCCD Purchasing at the phone number provided.
6. **BILL OF LADING:** If Bill of Lading is applicable to this order, send originals to "Ship to" address and duplicate Bill of Lading with invoices to "Bill to" address. All correspondence, invoices, bills of lading, shipping memos, packages, etc., must show purchase order number. If factory shipment, advise factory to comply.
7. **TRANSPORTATION CHARGES:** Invoices for prepaid transportation charges must be supported by original receipted expense bills.
8. **FOB POINT AND FREIGHT CHARGES:** Unless otherwise specified on this order, all items shall be delivered FOB Destination. No charge for delivery, drayage, express, parcel post, packing, cartage, insurance, license fees, permits, or for any other purpose will be paid by LRCCD unless expressly included and itemized in the order. Unless otherwise shown, on "FOB Shipping Point" transactions, CONTRACTOR shall arrange for lowest cost transportation, prepay and add freight to invoice and furnish supporting freight bills if the amount exceeds \$50.00. On "FOB Shipping Point" transactions, should any shipments under this purchase order be received by LRCCD in a damaged condition and any related freight loss and damage claims filed against the carrier or carriers be wholly or partially declined with the inference that damage was the result of the act of the shipper such as inadequate packaging or loading or some inherent defect in the equipment and/or material, CONTRACTOR on request of LRCCD shall at CONTRACTOR's own expense assist LRCCD in establishing carrier liability by supplying evidence that the equipment and/or materials was properly constructed, manufactured, packaged, and secured to withstand normal transportation conditions. Shipments that are California intrastate in nature and where freight is to be borne by LRCCD shall be tendered to carriers with written instructions that rate and charges may not exceed the lowest lawful rates on file with the California Public Utilities Commission.
9. **PATENT INDEMNITY:** The CONTRACTOR shall hold LRCCD, its officers, agents and employees harmless from alleged liability of any nature or kind, including costs and attorney fees and expenses, for infringement or use of any copyrighted or uncopyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.
10. **TAXES:** Certain articles sold to LRCCD are exempt from certain Federal excise taxes. LRCCD will reimburse the CONTRACTOR for, or pay directly, all California State and local sales and use taxes applicable to this purchase.
11. **EQUAL OPPORTUNITY EMPLOYER:** The acceptance of this purchase order by a supplier of goods and services is a certification that such supplier complies with all provisions of executive order 11246 and is an equal opportunity employer.
12. **GENERAL SAFETY ORDERS:** All materials, supplies and services sold to LRCCD shall conform to the general safety orders of the State of California. All materials, except as otherwise specified, must be new and of the best quality of their respective kinds.
13. **INDEMNIFICATION:** CONTRACTOR shall indemnify, defend and hold harmless LRCCD, its trustees, officers, agents, employees and volunteers, from any and all claims, demands, suits, causes of action, damages, penalties, breaches of this agreement, infringement of patent rights, costs, expenses, violations of employee occupational health and safety laws, attorney fees, losses or liability, property damage, personal injuries to or death of persons, arising out of, alleged to have arisen out of, or relating in any way to CONTRACTOR's work to be performed under this agreement, except if caused solely by the negligence of LRCCD.
14. **TERMINATION:** LRCCD may terminate this agreement and be relieved of the payment of any consideration to CONTRACTOR should CONTRACTOR fail to perform the covenants herein contained at the time and in the manner herein provided. In the event of such termination LRCCD may proceed with the work in any manner deemed proper by LRCCD. The cost to LRCCD shall be deducted from any sum due the CONTRACTOR under this agreement and the balance if any, shall be paid the CONTRACTOR upon demand.
15. **ASSIGNMENT:** Without the written consent of LRCCD, this agreement is not assignable by CONTRACTOR either in whole or in part.
16. **PUBLIC WORKS PROJECTS:** CONTRACTOR must comply with Public Contract Code.
17. **CA LABOR CODE:** Pursuant to Section 1700, and following, the CONTRACTOR shall pay not less than the prevailing rate of per diem wages as determined by the Director of the California Department of Industrial Relations. Copies of such prevailing rate of per diem wages are on file at the Business Office of the Los Rios Community College District, 1919 Spanos Court, Sacramento, CA 95825. Those copies shall be made available to any interested party upon request. The CONTRACTOR shall forfeit, as penalty to the LRCCD, Fifty Dollars (\$50.00) for each calendar day or portion thereof, for each workman paid less than the stipulated prevailing rates for any work done under the contract by him/her or by any subcontractor under him, in violation of the provisions of such Labor Code.
18. **NOTICE:** Your employees may be exposed to hazardous substances during the course of their work while on LRCCD property. For additional information on the hazardous substances that your employees may be exposed to contact the LRCCD General Services Department at (916) 568-3048.
19. **INSURANCE:** CONTRACTOR shall, at all times, maintain in full force and effect the following insurance: Workers' Compensation, Commercial General Liability, Auto Liability, and Professional Liability if licensed professional. Policy limits for each shall be at least \$1,000,000 AND \$3,000,000 AGGREGATE for bodily injury, personal injury and property damage. Any combination of General Liability and Excess Coverage can be combined to meet the Aggregate. LRCCD shall be named as an additional insured on CONTRACTOR's policies. The CONTRACTOR shall provide a certificate of insurance and required endorsements to comply with this section at least 15 days prior to commencement of work under this contract. The certificate shall state that LRCCD will be given 30 days notice of any material change or cancellation in coverage.
20. **DISQUALIFIED EMPLOYEES:** CONTRACTOR shall ensure that persons who perform services on LRCCD property have not been convicted of any felony, or any controlled substance offense or any sex offense as those terms are defined by Education Code section 87008-87010. If LRCCD determines that any person employed by CONTRACTOR to work on LRCCD property is incompetent, unfaithful, intemperate, disorderly, abusive or is otherwise unsatisfactory, CONTRACTOR shall cause that employee to be removed from working on LRCCD property immediately, and that person shall not be employed again on LRCCD property.
21. **WORK AUTHORIZATION:** Prior to LRCCD's acceptance of this Agreement, CONTRACTORS who are not U.S. citizens must provide verification of (a) work authorization status from the appropriate U.S. Department of State; (b) a copy of their U.S. visa; (c) the number of days present in the U.S.; and (d) tax treaty status. LRCCD shall not make any payments to CONTRACTOR unless CONTRACTOR holds the appropriate U.S. visa. CONTRACTOR is responsible for ensuring they are in possession of the appropriate visa.
22. **WARRANTY:** CONTRACTOR expressly warrants that all materials, goods, equipment, services, and/or labor shall conform to the requirements set forth or incorporated into this order and any applicable industry standards or requirements, shall be merchantable and free from defects in workmanship, materials and/or design (including latent defects), and shall perform as specified. CONTRACTOR further warrants that all materials, goods, equipment, services, and/or labor will be fit and sufficient for the particular purposes intended by LRCCD. Unless agreed upon otherwise between LRCCD and CONTRACTOR, the warranty period shall be the longer of: (a) any express warranty included in this service agreement; (b) one year after the materials, goods, equipment, services, and/or labor are accepted by LRCCD; or (c) any warranty period provided under any applicable California law.

# Requisition

**Vendor:** DEVELOPMENT GROUP INC  
 PO BOX 991484  
 REDDING CA 96099  
 United States

**Ship To:** RECEIVING  
 10 COLLEGE PARKWAY  
 FOLSOM CA 95630

|  |                  |
|--|------------------|
| <b>Business Unit:</b> <b>COPFD</b> <b>OPEN</b> |                  |
| Req ID: 0003004926                             | Date: 01/16/2015 |
| Requester: Jeff Lewis                          | Bldg#: IT        |
| Requester Signature                            |                  |
| Buyer: Kate Pankowski                          |                  |
| Approved:                                      |                  |

| Line-Schd | Description  | Quantity | UOM | Price  | Extended Amt | Due Date   |
|-----------|--|----------|-----|--------|--------------|------------|
| 1-1       | ACCESS POINTS - AIR-CAP2702I-A-K9<br>802.11AC CAP W/CLEANAIR; 3X4:3SS;<br>INT ANT; A REG DOMAIN WITH CLIPS AND<br>MOUNTS AS PER ATTACHED QUOTE | 6        | EA  | 602.25 | 3,613.50     | 01/30/2015 |

ASSET DEPT: IT                      LOCATION: 04EDCB                      CATEGORY: WAP                      6                      PROFILE: WAP

Total Requisition Amount:                      3,613.50

Reference quote #7238.  
 Tax is \$289.08.  
 Total is \$3,904.58.  
 Please FAX PO to vendor at (530) 248-3415.  
 AP's for the EDC Expansion.

|           |             |           |            |             |            |             |               |
|-----------|-------------|-----------|------------|-------------|------------|-------------|---------------|
| <u>BU</u> | <u>Acct</u> | <u>Fd</u> | <u>Org</u> | <u>Prog</u> | <u>Sub</u> | <u>Proj</u> | <u>Amount</u> |
| COPFD     | 6490        | 44        | FL.VA.BEQP | 71000       | 00100      | 222Y        | 3,613.50      |

|                           |                           |                           |
|---------------------------|---------------------------|---------------------------|
| <b>Approval Signature</b> | <b>Approval Signature</b> | <b>Approval Signature</b> |
|---------------------------|---------------------------|---------------------------|



# Quote #7238

|                       |   |   |  |
|-----------------------|---|---|--|
| Company: LOS RIOS CCD | Requested By: Andrew Brooks<br>Information Technology | Proposal Description: Folsom Lake College EDC Expansion - 6x 2702I Access Point | Development Group, Inc.<br>PO Box 991484<br>Redding, CA 96099-1484<br>Phone: (530) 229-0071<br>Fax: (530) 248-3415 |
|-----------------------|---|---|--|

|  |  |  |
|--|--|--|
| Bill To:<br>LOS RIOS CCD<br>FOLSOM LAKE COLLEGE<br>EDC EXPANSION<br>6699 CAMPUS DRIVE<br>PLACERVILLE, CA 95667 | Ship To:<br>LOS RIOS CCD<br>FOLSOM LAKE COLLEGE<br>EDC EXPANSION<br>6699 CAMPUS DRIVE<br>PLACERVILLE, CA 95667 | Sold To:<br>LOS RIOS CCD<br>FOLSOM LAKE COLLEGE<br>EDC EXPANSION<br>6699 CAMPUS DRIVE<br>PLACERVILLE, CA 95667 |
| Created: 1/8/2015<br>Expires: 2/8/2015<br>Version: 1   | Account Manager: jeatmon<br>Systems Engineer: swinsick   | Payment Terms:<br>Net 30   |
| Project:   |  |  |

| Line No             | Qty | Product  | SMARTnet | Unit Price        | Ext'd Price | Tax |
|---------------------|-----|--|----------|-------------------|-------------|-----|
| 2702I Access Points |     |  |          |                   |             |     |
| 2                   | 6   | AIR-CAP2702I-A-K9<br>802.11ac CAP w/CleanAir; 3x4:3SS; Int Ant; A Reg Domain       |          | 602.25            | 3,613.50    | T   |
| 3                   | 6   | AIR-AP-BRACKET-1<br>802.11n AP Low Profile Mounting Bracket (Default)              |          | 0.00              | 0.00        | T   |
| 4                   | 6   | SWAP2700-CMB-A1-K9<br>Cisco 2700 Series Combined Unified and Autonomous (xxxxx) SW |          | 0.00              | 0.00        | T   |
| 5                   | 6   | AIR-AP-T-RAIL-R<br>Ceiling Grid Clip for Aironet APs - Recessed Mount (Default)    |          | 0.00              | 0.00        | T   |
|                     |     |  |          | Subtotal          | \$3,613.50  |     |
|                     |     |  |          | Sales Tax (8.00%) | \$289.08    |     |
|                     |     |  |          | SMARTnet          | \$0.00      |     |

|  |                     |            |
|--|---------------------|------------|
|  | Labor               | \$0.00     |
|  | Shipping & Handling | \$2.00     |
|  | Total               | \$3,904.58 |

Notes

## Company & Payment Information

### Mailing Address

Development Group, Inc.  
PO Box 991484  
Redding, CA 96099-1484

Phone: (530) 229-0071  
Fax: (530) 248-3415

### Office Locations

Development Group, Inc.  
6704 Lockheed Dr  
Redding, CA 96002

Development Group, Inc.  
3560 National Dr, Ste 104  
Medford, OR 97504

### Payment Information

Development Group, Inc.  
32880 Collections Center Dr  
Chicago, IL 60693  
  
Federal Tax ID: 26-3740919

### Wire Transfer Information

Domestic Wire Transfer (U.S.)  
Wire Routing Transit Number (RTN): 026009593  
Bank Name: Bank of America  
City, State: Chicago, IL  
Account Number: 8188065595  
Title of Account:  
DEVELOPMENT GROUP INC

International Wire Transfer  
Wire Routing Transit Number: 026009593  
SWIFT Code: BOFAUS3N  
Bank Name: Bank of America  
City, State: Chicago, IL  
Account Number: 8188065595  
Title of Account:  
DEVELOPMENT GROUP INC

Note: All wire transfers must be made in US Dollars

## Cisco SMARTnet Proposed Service Details

| Qty                 | Product Number   | Service Level | Service Product Number | Term | Customer Price |
|---------------------|--|---------------|------------------------|------|----------------|
| 2702I Access Points |  |               |                        |      |                |
| 6                   | AIR-CAP2702I-A-K9<br>802.11ac CAP w/CleanAir; 3x4:3SS; Int Ant; A Reg Domain       | NONE          |                        |      | 0.00           |
| 6                   | AIR-AP-BRACKET-1<br>802.11n AP Low Profile Mounting Bracket (Default)              | NONE          |                        |      | 0.00           |
| 6                   | SWAP2700-CMB-A1-K9<br>Cisco 2700 Series Combined Unified and Autonomous (xxxxx) SW | NONE          |                        |      | 0.00           |
| 6                   | AIR-AP-T-RAIL-R<br>Ceiling Grid Clip for Aironet APs - Recessed Mount (Default)    | NONE          |                        |      | 0.00           |
|                     |  |               | SMARTnet Subtotal      |      | \$0.00         |

Resolve network problems rapidly with direct, anytime access to Cisco experts and hardware replacement matched to your needs.

When Minutes Matter, Depend on Cisco SMARTnet Service to Deliver

As networks evolve and critical business processes, system, and services are added, the consequences of downtime increase dramatically. When a problem occurs that can disrupt business continuity, IT departments are under intense pressure to resolve the issue as quickly as possible before it can affect the business. Cisco SMARTnet Service facilitates rapid problem resolution and improves operational efficiency through a combination of expert troubleshooting assistance, online tools, and flexible device coverage options. You experience the benefits of greater network availability while reducing operating costs.

Move quickly with Anytime Access to Cisco Expertise and Resources

Cisco SMARTnet Service is an award-winning technical support service that gives your IT staff direct, anytime access to Technical Assistance Center (TAC) engineers and Cisco.com resources. You receive the fast, expert response and the dedicated accountability you require to resolve critical network issues.

Cisco SMARTnet Service provides the following device-level support:

- Global access 24 hours a day, 365 days a year to specialized engineers in the Cisco TAC.
- Anytime access to the extensive Cisco.com online knowledge base, resources, and tools.
- Hardware replacement options include 2-hour, 4-hour, Next-business-day (NBD) advance replacement, as well as Return for Repair (RFR).
- Ongoing operating system software updates, including both minor and major releases within your licensed feature set.
- Proactive diagnostics and real-time alerts on select devices with Smart Call Home.

The Value of Cisco Support  
 "We have maintenance contracts with multiple vendors and Cisco is the most responsive of them all. When we have a network issue, we count on their four-hour response time to have the problem resolved."

-Thuan Nguyn, Director of Information Technology  
 Kent School District

In addition, Cisco SMARTnet Onsite Service is an option that provides a field engineer to install replacement parts at your location and help ensure that your network operates at the highest levels.

#### Connect Directly to the Network Experts at Cisco

When a network problem is affecting business-critical systems, you want fast access to technology experts with experience in diagnosing the toughest problems. Cisco SMARTnet Service connects you directly to the Cisco TAC, staffed by Cisco professionals certified in a broad range of Cisco foundational and advanced technologies. The Cisco TAC employs a sophisticated system that automatically routes your service request to the appropriate technology team and automatically escalates your case to the next level of support if it is not resolved within a specified time frame.

The Cisco TAC is available 24 hours a day, 365 days a year around the world, with support available 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 interact with Cisco TAC engineers in a way that is most convenient and useful for you, including email, telephone, web-based collaboration, and even a state-of-art, face-to-face discussion using Cisco WebEx collaboration. Live chat is ready to help you through a service request submission, and online video collaboration is the perfect option for a virtual troubleshooting session.

To confirm the right remediation action, Cisco engineers can test solutions in a laboratory environment that simulates your network. These simulation labs are equipped with Cisco device and technology solutions so that an engineer can accurately mirror a customer IT configuration to make sure a proposed solution will solve your problem. Throughout a TAC engagement the goal of every Cisco engineer is to use the best resources at hand to solve your issues and empower your staff through active knowledge transfer.

#### Gain Critical Insight with Embedded Diagnostics

With the Smart Call Home feature of the Cisco SMARTnet Service, you get proactive, detailed diagnostics and real-time alerts on core network devices to help you identify and resolve issues even more quickly, conserving valuable staff time and improving network availability. Smart Call Home is available on call home-capable devices, such as the Cisco Catalyst 6500 Series Switches. Devices equipped with the call home technology continuously monitor their own health and automatically notify you of potential issues using encrypted, authenticated transmissions. If a serious problem arises, Smart Call Home automatically generates a service request with the Cisco TAC that is routed to the right team for your particular problem. Cisco is adding the call home capability to many of its current and new products over time. Visit <http://www.cisco.com/go/smartcall> to see the latest list of call home-enabled Cisco products.

#### Extract More Value from Your Network with Online OS Updates

Protect your investment and extend the life of your network with anytime, online access to the latest operating system software updates within your licensed feature set. Rather than purchase OS software updates individually, a support contract saves you time and money by covering the cost of updates, including both minor and major releases within your licensed feature set. These updates enhance your existing equipment with the latest features such as advanced security, regulatory compliance, and greater network capacity, potentially adding years of service and improved performance to your network.

The Cisco SMARTnet Service includes a personalized Software Advisor, available through the Cisco.com web portal, to keep you advised about which new software releases are available for your Cisco network devices. Users download millions of copies of operating system and application software each month. However, only Cisco customers with support contracts are authorized to access the software-related tools on the Cisco.com portal to help identify the latest versions of OS and applications for their equipment, troubleshoot software bugs, and migrate to the most current software features.

New OS features enable greater network capacity, advanced security, and regulatory compliance as well as better interoperability. In addition, greater business value is achieved through innovative technology enhancements that provide increased business productivity and customer satisfaction. With up-to-date software, your business will be poised to take advantage of new technology innovation, get a greater return on investment, and lower total cost of ownership while staying competitive in today's global economy.

Count on the Right Part, When and Where You Need It

### Facts About TAC Engineers

- Thousands of expert networking technologists with specialized certifications
- More than 500 engineers with CCIE certifications
- Average more than five years of technical support experience
- Computer science/electrical engineering degrees



When you need dependable, fast access to business-critical parts, your Cisco SMARTnet Service delivers. Choose from a variety of hardware replacement options, including premium options such as two-hour replacement and onsite parts replacement and installation. You can select coverage on a device-by-device basis, so you get the flexible coverage you need.

All options include anytime, global access to the Cisco TAC and award-winning Cisco.com resources. Plus you have flexibility of choosing the coverage you want on a device-by-device basis. The Cisco SMARTnet Service options are shown in Table 1.

"Cisco Smart Call Home allowed me to fix a network problem in about an hour that would have typically taken one of my staff two days to troubleshoot."

-Mike DeDecker, CCIE  
Warner Pacific Insurance Services

Dependable parts delivery on a global basis is enabled by the Cisco service supply chain, a network of over 900 spare parts depots around the world managed by a sophisticated global inventory that automates parts stocking processes worldwide. Cisco is constantly adjusting regional stock holdings so spares are available where and when you need them.

#### More than a Warranty

Companies sometimes think of warranties as an adequate defense against product problems. Cisco SMARTnet Service goes far beyond a simple warranty replacement policy (see Table 1). Cisco SMARTnet Service provides troubleshooting support, advanced hardware replacement options, and extensive self-help and knowledge transfer to empower your network operations and support staff. A warranty only offers delayed hardware replacement during the warranty duration.

Table 1. Cisco SMARTnet Service Feature and Options

|   | Equipment Covered | Duration   | Hardware Replacement Options  | Cisco Operating System Updates                       | Cisco TAC Support | Onsite Engineer Option  | Registered Access to Cisco.com | Smart Services Diagnostics and Alerts |
|---|-------------------|--|---|--|-------------------|-------------------------|--------------------------------|---------------------------------------|
| Cisco SMARTnet & Cisco SMARTnet Onsite Services | All               | Renewable contracts  | Advance Replacement:<br>24x7x2 hour<br>24x7x4 hour<br>8x5x4 hour<br>8x5xNBD | Yes, ongoing updates within the licensed feature set | Yes               | Only with onsite option | Yes, 24x7 full access          | Yes                                   |
| Cisco Warranty                                  | All               | Standard hardware: 90 days (specific products 1 year/limited lifetime)<br>Standard software: 90 days | Advance Replacement (10 days)   | No   | No                | No                      | No                             | No                                    |