



Service Availability: Heavyweight and Oversized Product

Q. How will Cisco deliver a heavyweight or oversized RMA covered by a service contract?

A. Cisco offers a variety of service levels for replacing failed hardware under a support contract. For services including Advance Replacement, Cisco shall use commercially reasonable efforts to achieve the service levels. Such services are subject to geographic, weight, size, depot restrictions, Customer's location, and delivery method.

Q. What are a few examples of how a heavyweight or oversized product could affect service delivery?

A. Special requirements may be necessary to deliver, warehouse or complete installation of heavyweight and oversized equipment, such as:

- A larger van, truck or aircraft;
- More than one person for handling;
- Larger dock doors or lack of loading dock;
- Materials handling and/or other equipment;
- Access to other than commercial flights or cargo aircraft.

Q. How do I know whether my hardware is subject to these special requirements?

A. Customers may check availability by accessing:

-Cisco's Service Availability Matrix: <http://tools.cisco.com/apidc/sam/search.do>

-List of Services Not Covered:

http://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/Services_Not_Covered.pdf