

Insight - Cisco SMARTnet Quote

Public Sector - DIR - TSO-4167

Customer Name: City of Keller

Quote Date: 25-Aug-2022



1-Year Quote Summary

CO-TERM: 31-Oct-2023

QUOTE	SERVICE LEVEL	REFERENCE CONTRACT		CLIENT PRICE
361914647	CON-ANYSL-1	204658258	\$	484.20
	CON-ECMU-1	204637010	\$	4,308.30
	CON-SNT-1	204637010	\$	29,460.70
	CON-SNTP-1	204637010	\$	18,130.54
	CON-SSTC-1	204637010	\$	1,902.15
CLIENT COST SUBTOTAL			\$	54,285.89

Account Executive: Courtney Maggio

SMARTnet Sales Specialist: Cynthia Yturralde

QS: ZM

Save money now, ask about multi-year coverage options!

Please Note: This quote is valid for 30 days. Subject to sales tax and freight charges where applicable.

TERMS OF SALE. THIS QUOTE IS SUBJECT TO INSIGHTS TERMS AND CONDITIONS OF SALE SET FORTH ONLINE AT http://www.insight.com/en_US/help/terms-of-sale-products.html (Terms of Sale - Products), AS WELL AS THE TERMS SET FORTH IN THIS QUOTE. Cisco SMARTnet services are third-party branded services (SMARTnet Services). SMARTnet Services are not performed by Insight and therefore classified by Insight as Product and subject to Insights Terms of Sale Products. In the event of a conflict between the Terms of Sale - Products and any terms of sale on Ciscos website, Insights Terms of Sale Products shall govern the purchase of SMARTnet Services herein.

SERVICE DESCRIPTIONS. The SMARTnet Services being purchased under this quote are further described under Technical Support Services in the Service Descriptions found on Ciscos website at www.cisco.com/go/servicesdescriptions/. Such Service Description is incorporated into and made part of this Agreement. SMARTnet Services are subject to the availability limitations and other terms and conditions set forth in the Service Descriptions.

TERMS OF USE. Clients use of SMARTnet Services is further subject to the following documents, and other applicable documents as required by Cisco, set forth in Ciscos Service Descriptions: (a) End User Obligations; (b) Glossary of Terms; (c) Severity and Escalation Guidelines; and (d) List of Services Not Covered.

This quote is subject to Insight's Terms of Sale - Products set forth online at:

http://www.insight.com/en_US/help/terms-of-sale-products.html

MAJOR/ MINOR	PRODUCT NUMBER	QUANTI TY	INSTANCE NUMBER	SERIAL NUMBER	TARGET	TARGET	BEGIN DATE	END DATE	INSTALL SITE	INSTALL SITE	SITE ADDRESS LINE 1	SITE ADDRESS LINE 2	STATE/	SITE	SITE	SERVICE SKU	SERVICE	PRORATED	CLIENT	TAKEOV	CLIENT	END OF
					CONTRACT NUMBER	SERVICE LEVEL			NAME	ID			PROVI NCE	POSTAL CODE	COUNT RY		LIST PRICE	LIST PRICE	PRICE	ER LINE TYPE	REVISIONS	SERVICE
Major	CP-8841-K9=	1	5269578125	FCH2227FCVY	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578126	FCH2227FBWM	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578128	FCH2227FAD8	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578129	FCH2228D3AX	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578130	FCH2227FAD9	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578131	FCH2227DMUT	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578132	FCH2227FA1S	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578133	FCH2227FB0T	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578134	FCH2227FB2A	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578135	FCH2227FBVK	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578136	FCH2227FD2P	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578137	FCH2227DNGV	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578138	FCH2227DNJ5	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578140	FCH2227DNHD	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578141	FCH2227DNGJ	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578142	FCH2227FA8Y	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578144	FCH2227FBLK	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578146	FCH2227FBVN	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578147	FCH2226DYKW	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5269578148	FCH2227DMXJ	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	CP-8841-K9=	1	5270305960	FCH2228D26U	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-P8IK94I2	\$ 30.00	\$ 30.00	\$ 27.00	No		
Major	WS-C3650-48PD-L	1	5273432908	FDO2227Q0CA	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-WS365048	\$ 759.00	\$ 759.00	\$ 683.10	No		
Major	WS-C3650-48PD-L	1	5273432921	FDO2227E0H3	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-WS365048	\$ 759.00	\$ 759.00	\$ 683.10	No		
Major	C9300-48UXM-E	1	5323943545	FCW2304C0EQ	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-C93E048X	\$ 1,142.02	\$ 1,142.02	\$ 1,027.82	No		
Major	C9300-48P-E	1	5325391027	FOC2304X1FP	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-C93004PE	\$ 856.07	\$ 856.07	\$ 770.46	No		
Major	C9300-48P-E	1	5325391029	FOC2304X1FN	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-C93004PE	\$ 856.07	\$ 856.07	\$ 770.46	No		
Major	N9K-C9504	1	5335420487	FOX2253P1M3	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-N9504	\$ 17,200.39	\$ 17,200.39	\$ 15,480.35	No		
Minor	N95-LAN1K9	1	5335420573		204637010	ECMU	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-ECMU-N95LAN	\$ 4,787.00	\$ 4,787.00	\$ 4,308.30	No		
Major	ATA191-K9	1	5435954289	FCH2352E0CZ	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	CON-SNT-TAVK99V9	\$ 21.00	\$ 21.00	\$ 18.90	No		
Major	C9300L-48P-4X-E	1	5439560250	FOC2403LE8J	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	2000330700	1100 BEAR CREEK PKWY		Keller	TX	76248	CON-SNT-C93004X4	\$ 753.00	\$ 753.00	\$ 677.70	No		
Major	C9300L-48P-4X-E	1	5439560265	FOC2403LA0Y	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	2000330700	1100 BEAR CREEK PKWY		Keller	TX	76248	CON-SNT-C93004X4	\$ 753.00	\$ 753.00	\$ 677.70	No		
Major	WS-C2960X-24PS-L	1	5537461731	FCW2113B0TU	204637010	SNT	01-Nov-2022	31-Oct-2023	CITY OF KELLER	1850311	1100 BEAR CREEK PARKWAY		KELLER	TX	76248	CON-SNT-WSC224SL	\$ 243.57	\$ 243.57	\$ 219.21	No		
Major	C9300-DNA-E-48=	1	5653552570		204637010	SSTC	04-Apr-2023	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	C9300-DNA-E-48-1M	\$ 709.67	\$ 410.25	\$ 369.23	No		
Major	C9300-DNA-E-48=	1	5653566000		204637010	SSTC	04-Apr-2023	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	C9300-DNA-E-48-1M	\$ 709.67	\$ 410.25	\$ 369.23	No		
Major	C9300-DNA-E-48=	1	5653567268		204637010	SSTC	29-Mar-2023	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	C9300-DNA-E-48-1M	\$ 709.68	\$ 421.92	\$ 379.73	No		
Major	L-AC-PLS-LIC=	100	5661479144	J4AAVKJO1IM	204658258	ANYSL	01-Nov-2022	31-Oct-2023	CITY OF KELLER	401209048	1100 BEAR CREEK PKWY		KELLER	TX	76248	L-AC-PLS-1Y-S2	\$ 5.38	\$ 538.00	\$ 484.20	No		

TOTAL \$ 61,288.66 \$ 60,317.62 \$ 54,285.89

This quote is subject to Insight's Terms of Sale - Products set forth online at:

http://www.insight.com/en_US/help/terms-of-sale-products.html

GRAND TOTAL \$ 61,288.66 \$ 60,317.62 \$ 54,285.89

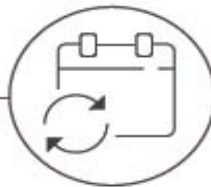
The benefits of a multiyear Cisco Smart Net service agreement

Service overview

Cisco Smart Net™ helps reduce downtime with fast, expert technical support and flexible hardware coverage provided by the Cisco® Technical Assistance Center (TAC). It also offers integrated smart capabilities, providing current information about your install base, contracts and security alerts to enhance the efficiency of your support workflows.

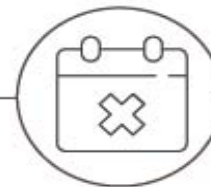
The business benefits of a multiyear agreement

Multiyear service contracts provide important financial benefits and an easy route to continuous coverage of your networking investment.



Multiyear coverage benefits

- ✓ Locked in prices
- ✓ Continuous service coverage
- ✓ Discounts and incentives
- ✓ Assistance planning and managing operating expenses
- ✓ Improved cash flow



Challenges associated with yearly service maintenance renewal

- ✗ Price increase
- ✗ More expensive pricing for a single year
- ✗ Immediate cash outflow for entire year
- ✗ Possible network downtime
- ✗ Productivity drain

Financing

Financing provides you with the ability to maintain better investment control and pave the way for future business.

Insight Global Finance

Insight Global Finance offers flexible financing and leasing services to help you keep current with technology, while managing costs.

Cisco Capital

You can also choose to finance through the Cisco Capital program which bridges the gap between technology requirements and budget availability.

GLOSSARY OF SERVICE LEVELS

Certain commonly used Cisco Service Levels are defined below on this quote for your convenience (Cisco Service Levels). In the event of a conflict between the Cisco Service Levels on this quote and those defined on Ciscos website located at http://www.cisco.com/web/about/doing_business/legal/service_descriptions/index.html, the terms found on Ciscos website shall govern.

Cisco hardware can be covered from 8x5xNBD to 24x7x2 with either parts only or On-Site service.

- SNT (SMARTnet Standard 8x5xNBD) - Where Next Business Day delivery is available, an Advance Replacement will ship to arrive the next Business Day provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. If Customer make a request after 3:00 p.m. Depot Time, Cisco will ship the Advance Replacement the next business day
- SNTE (SMARTnet 8X5X4) - Advance Replacement on a Four-Hour Response basis between 9:00 a.m. and 5:00p.m. Depot Time the same Business Day, provided that Cisco's determination of Hardware failure has been made before 1:00 p.m. Depot Time. If Customer make a request after 1:00 p.m. Depot Time, Cisco will deliver the Advance Replacement the morning of the next business day
- SNC (SMARTnet 8X7XNCD) - Where SMARTnet 8x7xNext Calendar Day is available, an Advance Replacement will ship to arrive the next calendar day provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. If Customer makes a request after 3:00 p.m. Depot Time, Cisco will ship the Advance Replacement the next calendar day. Where SMARTnet 8x7xNext Calendar Day delivery is not available, same day shipping will be provided. Under same day shipping, Advance Replacement will ship from the serving depot location that same calendar day, provided that Ciscos determination of Hardware failure has been made before 3:00 p.m. Depot Time. Determinations that occur after 3:00 p.m. Depot Time will be shipped the following calendar day.
- SNTP (SMARTnet 24X7X4) - Advance Replacement parts on a Four-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco observed holidays
- S2P (SMARTnet 24X7X2) - Advance Replacement on a Two-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays
- CS or OS (SMARTnet On-Site 8x5xNBD) - Next business- day Remedial Hardware Maintenance, together with parts, labor and materials, by 5:00 p.m. Depot Time provided Cisco's determination that On-Site Service is required has been made before 3:00 p.m. Depot Time the prior day (otherwise, second Business Day will be provided for calls placed after 3:00 p.m. Depot Time). Where Next Business Day delivery of the parts is not available, same day shipping will be provided. Cisco will provide On-Site support upon arrival of the parts.
- C4S or OSE (SMARTnet On-Site 8x5x4) - Four Hour Response for Remedial Hardware Maintenance service between 9:00 a.m. and 5:00 p.m. Depot Time the same Business Day, together with parts, labor and materials, provided Cisco's determination that on-site service is required has been made before 1:00 p.m. Depot Time
- C4P or OSP (SMARTnet On-Site 24x7x4) - Four Hour Response for Remedial Hardware Maintenance twenty four (24) hours per day, seven (7) days per week including Cisco observed holidays.
- C2P or PREM (SMARTnet On-Site 24x7x2) - Two Hour Response for Remedial Hardware Maintenance twenty four (24) hours per day, seven (7) days per week including Cisco observed holidays.
- SU1 (8x5xNBD) - An Advanced replacement will ship the same day to arrive the next 8x5xNext Business Day: An Advance Replacement will ship the same day to arrive the next business day provided both the call and Ciscos diagnosis and determination of the failed hardware has been made before 3:00 p.m., local time. For requests after 3:00 p.m., local time, the Advance Replacement will ship the next business day.
- SU2 (8x5x4) - Provide Advance Replacement on a Four-Hour Response basis between 9:00am and 5:00pm local time the same business day, provided both the call and Cisco's diagnosis and determination of the failed hardware has been made before 1:00 p.m., local time. For calls placed after 1:00 p.m. local time, Cisco will deliver the Advance Replacement the morning of the next business day.
- SU3 (24x7x4) - Provide Advance Replacement parts on a Four-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.
- SU4 (24x7x2) - Provide Advance Replacement on a Two-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.
- SUO1 (On-Site 8x5xNBD) - Provide next-business-day Remedial Hardware Maintenance service, together with parts, labor and materials, by 5:00pm local time provided both the call and Cisco's diagnosis and determination that on-site service is required has been made before 3:00 p.m. Local Time the prior day (otherwise, second business day will be provided for calls placed after 3:00 p.m. local time).
- SUO2 (On-Site 8x5x4) - Provide Four Hour Response for Remedial Hardware Maintenance service, together with parts, labor and materials, during local time the same business day provided both the call and Ciscos diagnosis and determination that on-site service is required has been made before 1:00pm local time.
- SUO3 (On-Site 24x7x4) - Provide Four Hour Response for Remedial Hardware Maintenance service twenty four (24) hours per day, seven (7) days per week including Cisco observed holidays.
- SUO4 (On-Site 24x7x2) - Provide Two Hour Response for Remedial Hardware Maintenance service twenty four (24) hours per day, seven (7) days per week including Cisco observed holidays.

Telepresence can be covered from 8x5xNBD to 24x7x2 with either parts only or On-Site service.

- ECDN (8x5xNBD ESS) - Where Next Business Day delivery is available, an Advance Replacement will ship to arrive the next Business Day provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. If Customer make a request after 3:00 p.m. Depot Time, Cisco will ship the Advance Replacement the next business day. Service Included: Hardware Replacement and Software Application Support.
- EC4T (On-Site 24x7x4 ESS) - Four Hour Response for Remedial Hardware Maintenance twenty four (24) hours per day, seven (7) days per week including Cisco observed holidays. Service Included: On-Site Hardware Replacement and Software Application Support.
- ECDO (On-Site 8x5xNBD ESS) - Next business-day Remedial Hardware Maintenance, together with parts, labor and materials, by 5:00 p.m. Depot Time provided Cisco's determination that On-Site Service is required has been made before 3:00 p.m. Depot Time the prior day (otherwise, second Business Day will be provided for calls placed after 3:00 p.m. Depot Time). Where Next Business Day delivery of the parts is not available, same day shipping will be provided. Cisco will provide On-Site support upon arrival of the parts. Service Included: On-Site Hardware Replacement and Software Application Support.
- ECEO (On-Site 8x5x4 ESS) - Provide Four Hour Response for Remedial Hardware Maintenance service, together with parts, labor and materials, during local time the same business day provided both the call and Ciscos diagnosis and determination that on-site service is required has been made before 1:00pm local time. Service Included: On-Site Hardware Replacement and Software Application Support.
- ECEN (8X5X4 ESS) - Advance Replacement on a Four-Hour Response basis between 9:00 a.m. and 5:00p.m. Depot Time the same Business Day, provided that Cisco's determination of Hardware failure has been made before 1:00 p.m. Depot Time. If Customer make a request after 1:00 p.m. Depot Time, Cisco will deliver the Advance Replacement the morning of the next business day. Service Included: Hardware Replacement and Software Application Support.
- EC4N (24x7x4 ESS) - Four Hour Response for Remedial Hardware Maintenance twenty four (24) hours per day, seven (7) days per week including Cisco observed holidays. Service Included: Hardware Replacement and Software Application Support.

Software can be supported with minor release upgrades to major release upgrades.

- ECMU (SWSS Upgrades SAU) - Effective September 22, 2014, Cisco Software Support Service (SWSS) initiative will be launched to bring simplicity to customers and partners by unifying Essential Operate Service (ESW) and Unified Communications Support Service (UCSS) into a single service level. The combined offer will include:
 - Full-time telephone and remote technical and maintenance support services, 24 hours a day, 365 days per year
 - Application maintenance, minor software updates, and major software upgrades
 - Round-the-clock access to the extensive Cisco.com online troubleshooting tools include Software Advisor, TAC Case Collection, My Tech Support, Output Interpreter, peer-to-peer online forums, social media, and the TAC newsletter.
- SAS (Software Application Support) - Software support and minor release upgrades
- SAU (Software Application Support with Upgrades) - Software support and major release upgrades
- SW (Software Maintenance) - TAC,CCO,IOS SW (NO HW RPL)
- ISV1 (UC ISV 24x7) - UC ISV L1 + L2 (NO HW RPL)

All SMARTnet Services Include:

- IOS Software Upgrades for new features, capabilities and software bug fixes.
- 24x7x365 Access to Cisco Connection Online for inventories, service contract access, products & services information, technical white papers, etc.
- 24x7x365 Access to Cisco Technical Assistance Center (TAC) for access to all levels of industry leading technical support engineers
- All Parts and Labor, if applicable, to restore the network during unscheduled interruptions

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http://www.insight.com/en_US/help/terms-of-sale-products.html