

## CISCO USED EQUIPMENT SERVICE POLICY — FREQUENTLY ASKED QUESTIONS

**Q.** What is the Cisco® definition of used equipment?

**A.** Cisco defines used equipment as previously owned equipment, now owned by a party other than the original customer. This includes both opened and unopened equipment.

**Q.** Is a Cisco software license transferable?

**A.** No. Cisco software licenses are not transferable from user to user.

**Q.** Is the Cisco product warranty transferable?

**A.** No. The Cisco product warranty is non-transferable. A warranty is provided solely to the original end user of the equipment.

**Q.** Are service maintenance contracts transferable (for example, Cisco SMARTnet® and Cisco SP Base contracts)?

**A.** No. Standard service maintenance contracts are not transferable from user to user. Please contact your local legal counsel or contracts manager if you have questions regarding any specially negotiated terms.

**Q.** If I am a Cisco Service Account Manager (SAM), Service Sales Representative (SSR), or Account Manager (AM) and a customer contacts me to purchase a service contract, how do I know if they have used equipment?

**A.** Customers may volunteer that they have purchased used equipment, or account managers who have lost product bids may pass that information to SAMs/SSRs. When unsure, simply ask the customer in a non-intrusive manner.

**Q.** Will Cisco support used equipment?

**A.** Cisco will offer support services for used equipment, if the following criteria are met:

- Proof of registration of software license
- Successful completion of equipment inspection

**Q.** How does one show proof of a valid software license?

**A.** Proof of a valid software license can be in the form of:

- Digital License Agreement (DLA) number
- Sales order number for the standalone software license
- A receipt from an authorized Cisco reseller detailing proof of the software license

**Q.** Is the equipment inspection a certification that the product is operating according to manufacturer specifications?

**A.** No. The equipment inspection verifies basic operational and physical equipment requirements that will be supported through a Cisco service contract.

**Q.** Does the equipment inspection come with a guarantee or additional warranty?

**A.** No. The equipment inspection verifies basic operational and physical equipment requirements that will be supported through a Cisco service contract.

**Q.** Is the equipment inspection available globally?

**A.** Yes. Equipment inspections are orderable globally.

**Q.** Are equipment inspections available through all authorized channels?

**A.** Yes. Equipment inspections are available thorough all Cisco authorized channels.

**Q.** Is the equipment inspection available in all major cities?

**A.** The equipment inspection is available for a fixed fee within 50 miles or 75 kilometers of the nearest Cisco Service Center. Coverage for the equipment inspection is the same as that for Cisco SMARTnet Onsite 8x5x4 on the Service Availability Tool at the Service Contract Center (SCC). Any inspection outside of the above coverage will be based on a custom quote. The Service Availability Tool can be accessed at:

[http://www.cisco.com/cgi-bin/front.x/agents/SAM/cca\\_sam\\_landing.cgi](http://www.cisco.com/cgi-bin/front.x/agents/SAM/cca_sam_landing.cgi)

**Q.** What are the steps for ordering and the engagement process for the equipment inspection?

**A.** The engagement process is as follows:

- Provide the equipment inspection quote to the customer.
- Customer provides a purchase order (PO) for the amount quoted. Customer must ensure that a current contact name and phone number is noted on the PO.
- The PO is entered and a sales order (SO) number is issued.
- Within 24 hours, a Cisco Onsite Services (OSS) coordinator will contact the customer to collect necessary information, schedule the date and time of the inspection, and log a case.
- OSS will schedule an onsite field engineer to visit the site on the agreed-upon date and time.
- Field engineer completes inspection and sends results back to the Cisco OSS coordinator.
- Cisco OSS forwards the results of the equipment inspection to the customer contact.
- Customer provides the results to the Cisco sales team, if they wish to place the equipment under a service maintenance contract.

**Q.** How much advanced notice is needed to schedule an equipment inspection?

**A.** The following notice is required:

- For U.S. locations, a minimum of five business days advanced notice
- For international locations, a minimum of seven business days advanced notice
- All inspections will be scheduled Monday through Friday, 9:00 a.m. to 5:00 p.m. local time

**Q.** Who receives the results of an equipment inspection?

**A.** The requestor (seller or buyer of used equipment) of the equipment inspection will receive results indicating if the product is supportable. It is the responsibility of the owner to provide this information to the SAM sales team.

**Q.** What if the equipment does not pass inspection? Does the customer still need to pay the inspection fee?

**A.** Yes. The inspection fee covers the onsite inspection cost, which is incurred prior to the results of inspection.

**Q.** What product codes are available for ordering the inspection service?

**A.** The product codes for ordering the inspection service are as follows:

OSS-INSPECT-CAT.A

OSS-INSPECT-CAT.B

OSS-INSPECT-CAT.C

OSS-INSPECT-CAT.D

OSS-INSPECT-CAT.E

**Q.** What products are eligible for equipment inspections?

**A.**

Cisco BPX <sup>®</sup> switches	Cisco 12000 Series	Cisco 4000 Series	Cisco PIX <sup>®</sup> Firewall
Cisco ONS 15454 systems	Cisco 7000, 7200, and 7500 series	Cisco 3800 Series	Cisco Local Director
	Cisco Catalyst <sup>®</sup> 6000 Series	Cisco 2600 Series	Cisco 2900, 2900XL, and 3500XL series
	Cisco GSR 90 Series Gigabit Switch Router	Cisco 2500 Series	Cisco GBIC 15516 Gigabit Interface Converter
	Cisco VPN 3000 Series	Cisco 3600 Series	
		Cisco Catalyst 4000 Series	
	Cisco Catalyst 5000 Series		
		Cisco 3810 Series	

**Q.** Are the prices of inspections chassis-based?

**A.** No. While at one time they were chassis-based, effective January 5, 2004, inspection prices are chassis plus card. An inspection will need to be purchased for each component (chassis, card, module, port adapter, and gigabit interface converter [GBIC]) separately.

**Q.** If my customer has numerous cards to be inspected, can multiple cards be inserted into a chassis so the customer is not charged an inspection fee for each individual card?

**A.** No. While at one time they could, effective January 5, 2004, each individual card will be charged a separate inspection fee.

**Q.** How do I quote an inspection for a chassis with four cards in it?

**A.** Each component (chassis, card, module, port adapter and GBIC) will need a separate inspection purchased for it. So, in this example, five inspection part numbers will need to be purchased.

**Q.** What are the inspection fees and part numbers?

**A.** Inspection fees are dependent on the list price of the component (chassis, card, module, port adapter, and GBIC) to be inspected. The fees and inspection part number are as follows:

Component List Price	Inspection Price	Inspection Part No.
0 – \$9,999	\$600	OSS-INSPECT-CAT.A
\$10K – \$19,999	\$750	OSS-INSPECT-CAT.B
\$20K – \$49,999	\$3,000	OSS-INSPECT-CAT.C
\$50K – \$99,999	\$4,000	OSS-INSPECT-CAT.D
\$100K+	\$7,000	OSS-INSPECT-CAT.E

**Q.** How are inspection fees determined for products that are End of Sale?

**A.** The inspection fees for products that are End of Sale are determined using the last product list price.

**Q.** If the customer has purchased used cards only, and not a used chassis, is the customer still required to purchase an inspection in order for the cards to be covered under a service contract?

**A.** Yes. The customer must purchase an inspection on all used components (cards, modules, port adapters, and GBICs), in order for them to be covered under any service contract, regardless of whether the non-used chassis in which they will be running is already covered under a service contract.

**Q.** If Cisco equipment has been declared permanently damaged, out of commission, or permanently non-useable, can it be inspected, and then be declared usable and serviceable?

**A.** No. Once equipment has been declared permanently damaged, out of commission or permanently non-useable, it cannot be inspected, and it cannot be placed under a service contract.

**Q.** Whom do I contact if I need further assistance?

**A.** For further assistance, please contact:

- Program information:  
[tss-inspections@cisco.com](mailto:tss-inspections@cisco.com)
- Delivery information (once the order has been placed):  
[gps-pds-west@cisco.com](mailto:gps-pds-west@cisco.com)

**Q.** Who receives sales credit for the inspection fee?

**A.** The inspection fee is a non-contract service charge. Non-contract services are not commissionable.

**Q.** How do I price the service contract for the used hardware or software equipment?

**A.** Upon meeting the requirements within the used equipment policy, standard service pricing applies as if it were a new product. Price lists are available at the following locations:

- Enterprise service price list:  
[http://wwwin.cisco.com/cmc/cc/serv/mkt/sup/ent/gen/spric\\_pe.xls](http://wwwin.cisco.com/cmc/cc/serv/mkt/sup/ent/gen/spric_pe.xls)
- Service provider service price list:  
[http://wwwin.cisco.com/cmc/cc/serv/mkt/sup/sp/gen/ssnsp\\_pe.xls](http://wwwin.cisco.com/cmc/cc/serv/mkt/sup/sp/gen/ssnsp_pe.xls)

**Q.** If a customer purchases a service contract from Cisco for used equipment, what are the costs that the customer may incur?

**A.** The customer may incur the following types of fees:

- Fees associated with getting a new user software license
- Fees associated with equipment inspection services
- Fees associated with service and support maintenance

**Q.** If a customer has multiple pieces of Cisco equipment at a single location, is the inspection fee charged per site location or per chassis?

**A.** Inspection fees are charged per chassis.

## **ADDITIONAL LINKS**

Description of the Cisco Used Equipment Service Policy:

[http://wwwin.cisco.com/CustAdv/GSM/dashboard/misc/used equip/used equip\\_annnc.htm](http://wwwin.cisco.com/CustAdv/GSM/dashboard/misc/used equip/used equip_annnc.htm)

Cisco Software Digital License Agreement:

<http://wwwin.cisco.com/ios/relicense.shtml>

Cisco Software License Policy:

<http://www.cisco.com/warp/public/csc/refurb equip/swpolicy.html>

Description of Cisco Warranties:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpck/](http://www.cisco.com/univercd/cc/td/doc/es_inpck/)

Brand Protection Homepage:

[http://wwwin.cisco.com/wwchannels/operations/brand\\_protection/](http://wwwin.cisco.com/wwchannels/operations/brand_protection/)



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