

# Meraki Now – Advance Hardware Replacement

## SERVICE DESCRIPTION

Meraki Now is a collection of optional hardware replacement services designed for customers with Meraki networks that require minimal down time in the event of a hardware failure. While all Meraki products include warranty replacement options and hardware redundancy capabilities, certain scenarios may require additional coverage on hardware products along with higher service level agreements (SLAs).

## SERVICE TIERS

The following service tiers are currently available on all Meraki MR, MS, MX, Z, and MV hardware products purchased from Cisco or a Cisco certified reseller<sup>1</sup>:

### Meraki Now – Hardware-only replacement services

Service Level	Service Description
Standard warranty RMA (Included with Meraki license)	Meraki hardware products include either a one year or lifetime warranty, as specified on the relevant Cisco Meraki datasheet. Replacement hardware is shipped within five (5) business days of receiving the defective unit. Advance hardware shipment is available.
Meraki Now 24 x 7 x 2	Advance Replacement on a Two-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.
Meraki Now 24 x 7 x 4	Advance Replacement parts on a Four-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.
Meraki Now 8 x 5 x Next business day*	Where Next Business Day delivery is available, an Advance Replacement will ship the same day to arrive the next Business Day provided both the call and Cisco's diagnosis and determination of the failed Hardware have been made before 3:00 p.m., Depot Time. For requests after 3:00 p.m., Depot Time, the Advance Replacement will ship the next Business Day. Where Next Business 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 Business Day, provided that Cisco's 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 Business Day.

\* Same as included standard warranty RMA, but guarantees Next Business Day delivery.

### Meraki Now Onsite – Hardware replacement with onsite service technician included

Service Level	Service Description
Meraki Now Onsite 24 x 7 x 2	Two Hour Response for Remedial Hardware Maintenance, twenty-four (24) hours per day, seven (7) days per week, including Cisco observed holidays.
Meraki Now Onsite 24 x 7 x 4	Four Hour Response for Remedial Hardware Maintenance twenty-four (24) hours per day, seven (7) days per week including Cisco observed holidays.
Meraki Now Onsite 8 x 5 x Next business day	Next business day Remedial Hardware Maintenance, together with parts, labor and materials, by 5:00 p.m. Depot Time provided Cisco's determination that onsite 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 onsite support upon arrival of the parts.

<sup>1</sup> Meraki products must have been purchased on or after December 11, 2016 to be eligible for Meraki Now service coverage.

### SERVICE DELIVERY DETAILS & SUPPORT

All Meraki Now support services are to be initiated by contacting Meraki Support through the phone number provided via the Meraki management dashboard.

### ORDERING & AVAILABILITY

Meraki Now is available on all orderable Meraki MR, MS, MX, Z, and MV hardware products and must be purchased from Cisco or a Cisco certified reseller. An updated list of countries where our products and services are available can be found within Cisco SalesConnect [here](#).

Please note that Meraki hardware products must have a purchase date of **December 11, 2016** or later, and must be purchased through Cisco Commerce Workspace (CCW) in order to be eligible for Meraki Now service.

### PRICING

Meraki Now pricing is calculated as a percent of the hardware list price, per Meraki product family.

**For questions regarding availability, pricing, and ordering information, please contact your Cisco Meraki certified reseller or sales representative.**