

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 downtime 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 Meraki Now service tiers, which have optional Onsite support in many locations, are available on all Meraki MR, MS, MX, Z, and MV hardware products purchased from Cisco® or a Cisco certified reseller.

Meraki Now – Hardware-only replacement services (optional Onsite services, where available)

Hardware Service Options	<u>24x7x2</u>		<u>24x7x4</u>		<u>8x7xNext Calendar Day¹</u>		<u>8x5xNext Business Day¹</u>	
	Hardware only	Onsite	Hardware only	Onsite	Hardware only	Onsite	Hardware only	Onsite
Advance Replacement of Hardware	yes	yes	yes	yes	yes	yes	yes	yes
RMA Service Level	2 hour	2 hour	4 hour	4 hour	Next Calendar Day	Next Calendar Day	Next Business Day	Next Business Day
RMA Installation	Self	Cisco	Self	Cisco	Self	Cisco	Self	Cisco
Services Availability	7 days a week 24 hours per day				7 days a week Business hours		Business days Business hours	
Includes Local Observed Holidays	Yes				Yes		No	

Onsite Support option: You can opt to schedule the field engineer arrival. Please consult the [Onsite Field Engineer Duties](#) for further details.

- With 2 hour and 4 hour service levels, you can schedule field engineer arrivals any hour of the day/week.
- With Next Calendar Day and Next Business Day service levels, the field engineer arrival times are limited from 9:00 a.m. (earliest arrival time) to 5:00 p.m. (latest arrival time) and scheduling is only available the day(s) after the part arrival.

SERVICE DELIVERY DETAILS & SUPPORT

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

¹ For next calendar day and next business day delivery, the RMA request must be created by 3:00 p.m. local depot time for delivery on the next calendar day or business day. Exception: For United States and Canada, the RMA request must be created by 6:00 p.m. Eastern Time. In countries where Next Calendar Day and Next Business Day services are not available, Cisco will ship the RMA as a same day shipment.

ORDERING, AVAILABILITY AND PRICING

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

Information on the countries where our products and services are available can be found in the [Service Availability Matrix](#). If you have other questions about country availability, please contact your distributor, partner, or Cisco Meraki sales rep for further assistance.

Pricing information is available in the [Cisco Commerce List Price Catalog](#) (Offer Category: Service to Product, Service Program: RMA Only).

FOR MORE INFORMATION

For additional details regarding availability, pricing, and ordering information, please contact MerakiNow@cisco.com or your Cisco Meraki certified reseller.