

Product number	Product description
C8500L-ACCKIT-23=	Cisco C8500L Accessory Kit – 23”, Spare
C8500L-4PT-KIT	Cisco C8500L Accessory Kit – 4 Post Kit
C8500L-4PT-KIT=	Cisco C8500L Accessory Kit – 4 Post Kit, Spare
C-RFID-1R	Cisco Catalyst 8000 Edge RFID - 1RU

Services

Cisco Customer Experience Support Services for Catalyst 8000 platforms and Cisco DNA Software for SD-WAN and Routing

This section discusses the Cisco Support Services available for Catalyst 8000 platforms and associated Cisco DNA Software for SD-WAN and Routing, as well as optional Support Service offers.

- **Catalyst 8000 platforms:** Cisco Solution Support is the default and recommended Cisco Support Service. However, Cisco Solution Support is not mandatory; it can be removed or replaced with another Cisco support service or partner service per the customer’s preference.
- **Cisco DNA Software for SD-WAN and Routing:** Cisco Solution Support is the default Cisco support service. However, Cisco Solution Support is not mandatory; the customer may choose to use the Cisco Subscription Embedded Software Support included with the purchase of this software.

Note:

- When Solution Support is selected, it must be ordered on both the Catalyst 8000 platform and Cisco DNA Software for SD-WAN and Routing for complete customer entitlement to this premium support service.
- SD-WAN and Routing, with both Solution Support or Cisco Subscription Embedded Software Support, customers are entitled to maintenance releases and software updates for **Cisco DNA SD-WAN and Routing software only**. The support for the Catalyst 8000 platform’s OS and network stack, along with OS updates, is covered by the support contract on the Catalyst 8000 platform.

Cisco Solution Support is a premium support purpose-built for today's multiproduct, multivendor network environments and provides:

- A primary point of contact centralizing support across a solution deployment
- Solution, product, and interoperability expertise
- No requirement for customers to isolate their issue to a product to open a case
- 30-minute service response objective for Severity 1 and 2 cases
- Prioritized case handling over product support cases
- Product support team coordination (Cisco and Solution Support Alliance Partners)
- Accountability for multiproduct, multivendor issue management from first call to resolution, no matter where the issue resides

Learn more about Cisco Solution Support at <https://www.cisco.com/go/solutionsupport>

Cisco Subscription Embedded Software Support includes:

- Access to support and troubleshooting via online tools and web case submission. Case severity or escalation guidelines are not applicable.
- Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, or web case submission and online tools with application software use and troubleshooting issues.
- Access to <https://www.cisco.com>, providing helpful technical and general information on Cisco products, as well as access to Cisco's online Software Center library.

Note: No additional products or fees are required to receive embedded support for Cisco DNA Software for SD-WAN and Routing. However, if using embedded support for this software, hardware support for the Catalyst 8000 platforms must be purchased separately, as Cisco Subscription Embedded Software Support does not cover hardware. In this case, Cisco Smart Net Total Care Service is recommended for Catalyst 8000 platforms.

Warranty

Cisco Catalyst 8500 Series Edge Platform come standard with a Cisco Limited 1-Year Return To Factory Hardware Warranty. For more information, refer to: <https://www.cisco.com/c/en/us/products/warranties/warranty-c99-744450.html>.

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