

Used Equipment Playbook for Cisco Customers

This guide is intended to assist Cisco customers in making informed decisions prior to purchasing used Cisco equipment. Cisco encourages customers to purchase new Cisco equipment to maximize benefits and minimize risks.

Benefits of Purchasing New Cisco Equipment

- New equipment gives the highest performance and features and often provides more functional technology and more recent software than used equipment.
- New equipment is automatically eligible for Cisco service support contracts (such as Cisco SMARTnet™) and comes with a standard Cisco warranty.
- Customers can purchase new equipment both directly from Cisco, as well as through the Cisco worldwide distribution channel.

For more information on purchasing new Cisco equipment, please contact your Cisco sales representative.

Customers that decide to purchase used Cisco equipment have several choices for the source of that used equipment. This document addresses the two sources that Cisco supports: Cisco Authorized Refurbished Equipment and Used Cisco Equipment.

Cisco Authorized Refurbished Equipment Program

The Cisco Authorized Refurbished Equipment program (also referred to as the Cisco Authorized Remarketing program) was developed to help meet the demand for refurbished Cisco equipment that exists in the networking market today, while at the same time, providing customers with equipment that they can be assured meets Cisco's highest quality standards. Please check with your Cisco sales representative for availability.

Used Cisco Equipment

Used equipment is previously owned equipment, now owned by a party other than the original end-user. Customers who wish to purchase used products must comply with the Cisco software licensing policies. Customers who wish to obtain support from

Cisco for their used products must also submit their products for inspection by Cisco. Both processes are described below.

Warranties, software licenses, and support contracts are not transferable. Customers should be aware of the additional costs they incur in order to obtain software licenses and inspections for their used Cisco equipment.

Software Licensing Policy

The licenses Cisco provides with the operating system software such as IOS® and CatOS™ included in Cisco router and switch products, are personal to the first end-user to use the product, and are non-transferable. In practice, this means that owners of Cisco products are allowed to transfer, resell, or re-lease only used Cisco hardware—not the software that runs on the hardware. This policy also applies to Cisco standalone software applications. Therefore, any Cisco hardware products bought used, that contain software, cannot be legally operated without first purchasing a new software license from Cisco. Equipment sold through the Cisco Authorized Refurbished Equipment program includes a valid software license and, therefore, does not require the purchase of a new separate license.

Ordering Software Licenses

Software licenses are easily orderable through Cisco resellers or directly from Cisco. Cisco authorized resellers or your Cisco sales representative will be able to help you order software licenses, which all have part numbers beginning with "LL-". For more details on the Cisco Software Licensing program, go to http://www.cisco.com/warp/public/csc/refurb_equipment/swlicense.html.



Equipment Inspections

Cisco offers top-quality support services for customers who purchase previously owned Cisco equipment. Although Cisco understands that some equipment may have previously been supported, please be aware that services, warranty, and software licenses are not transferable from one owner to another. Cisco requires an inspection of Cisco equipment that has been decommissioned, has an expired warranty, or has been previously owned prior to the sale of service support (such as Cisco SMARTnet™) for the equipment to ensure that it has been maintained in accordance with Cisco standards. This inspection comes with a per-chassis fee. After the equipment is confirmed by Cisco as having a valid software license and the equipment has passed inspection by Cisco, the equipment is then eligible for service support, which must be purchased separately.

Setting up the Inspection

Equipment inspections can be set up through a Cisco authorized reseller (or with Cisco for customers who normally order directly from Cisco). After an order is placed with Cisco for an equipment inspection, a Cisco Onsite services coordinator will contact the end-user to schedule the inspection (end-user contact information must be provided at the time of order). The end-user should be informed that the following information will be requested prior to inspection:

- Complete inventory of hardware and software
- Confirmation of adequate AC power and workspace
- Serial numbers of all units
- Purchase order for inspection services

A minimum of five-business day advanced notice is needed to schedule an equipment inspection. All services will be scheduled Monday through Friday, 9 a.m. to 5 p.m. local time. Inspections are valid for 90 days.

Note: The end-user must possess proof of a valid software license before ordering an equipment inspection. Proof of a valid software license can be in the form of:

- A Digital License Agreement (DLA) number
- A Sales Order Number for the stand-alone software license
- A receipt from an authorized Cisco reseller detailing proof of software license

Inspection Fees

The services provided during an equipment inspection are outlined as follows. Check with your Cisco authorized reseller or Cisco representative for up-to-date prices.

Note: The inspection fee is required even if the equipment does not pass inspection.

Inspection fees include:

- Inspection of all hardware modules
- Inspection of network interfaces
- Basic product diagnostics
- Verification of firmware
- Labor to perform inspection and testing, during standard business hours



Inspection fees do not include:

- Charges to replace hardware
- Customization or installation of software
- Upgrades
- Repairs, trouble shooting, or diagnostics

Cisco reserves the right to refuse inspection/service on any equipment that has been discontinued for longer than two years.

Choosing the Appropriate Equipment Inspection Part Number

Equipment inspections are done on a chassis plus component basis. Each chassis, module, port adaptor, etc, to be inspected will need to have their own inspection line item on the order. If the cards only are used, and the chassis is non-used, the customer must still purchase an inspection for the cards. This is regardless of whether the non-used chassis is already under a service contract.

Ordering Process for Equipment Inspections

Step 1. Choose the appropriate Onsite service part number(s) for the product chassis to be inspected. These part numbers are orderable direct from Cisco or through a Cisco authorized reseller.

Note: Provide the end-user name and phone number with the order so that the Cisco equipment inspections coordinator knows whom to contact to set up the inspection.

Step 2. A Cisco Onsite services coordinator will contact the end-user within 24 business hours of receipt of the order to collect necessary information and to schedule the inspection. Cisco will schedule an onsite field engineer to visit the site on the agreed-upon date and time.

Step 3. The field engineer completes the inspection and sends results back to the Cisco Onsite services coordinator. Cisco then forwards results of the equipment inspection to the end-user contact.

Step 4. If the end-user wishes to put the equipment under a service contract, the end-user contacts Cisco and provides the inspection results. Upon meeting the requirements within the used equipment policy, standard service pricing applies as if the equipment were a new product.

Please contact your Cisco sales representative for more detailed information about the Cisco Authorized Refurbished Equipment program, the Cisco policy for support of used equipment, the inspection process, and inspection pricing.

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