

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, MX, MS hardware products purchased from Cisco or a Cisco certified reseller¹:

Meraki Now – Hardware-only replacement services	
Service Level	Service Description
Standard warranty RMA (Included)	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.

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.

¹Meraki 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 via phone, through the phone number provided via the Meraki management dashboard.

ORDERING & AVAILABILITY

Meraki Now is available on all currently available Meraki MR, MX, MS hardware products and must be purchased from Cisco or a Cisco certified reseller. Meraki Now service is currently offered in the following countries: United States, All countries within the European Union, Argentina, Brazil, Chile, Colombia, Ecuador, Iceland, Norway, Peru, Puerto Rico, Singapore and Switzerland.

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. Pricing provided is for products covered by service in the United States. Pricing for coverage in countries outside of the US is available by contacting your Cisco certified reseller.

Service Level	Wireless	Switching	Security Appliances
Standard warranty RMA	Included	Included	Included
Meraki Now 24 x 7 x 2	8.5%	10.04%	19.13%
Meraki Now 24 x 7 x 4	6.4%	7.56%	14.4%
Meraki Now 8 x 5 x Next business day	4%	4.7%	9%
Meraki Now Onsite 24 x 7 x 2	10%	11.81%	22.5%
Meraki Now Onsite 24 x 7 x 4	8%	9.45%	18%
Meraki Now Onsite 8 x 5 x Next business day	5%	5.91%	11.25%

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