



## Cisco Services for Fast Track 2 Questions and Answers

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**Q What is the Cisco® Fast Track 2 program?**

**A** The Cisco Fast Track 2 program offers simplified pricing for high-volume, fixed-configuration products for mid-market and small businesses. Cisco will give partners the right price up front, simplify transactions, and provide new incentives to help our partners close deals faster and increase incremental demand for Cisco solutions.

**Q Which specific products are included in Fast Track 2?**

**A** Specific product eligibility for Fast Track 2 is determined by country. Partners should consult the applicable Fast Track 2 SKU list for their region for up-to-date information about included products (see “For More Information” later in this document).

**Q What is the Cisco Services limited time SMARTnet Three Years for the Price of Two Years Promotion for Fast Track 2?**

**A** To complement many of the product SKUs included in the Fast Track 2 program, the Cisco Services Three Years for the Price of Two Years for Fast Track 2 offers Cisco SMARTnet Service technical support service at a very competitive price: partners can obtain 3 years of Cisco SMARTnet Service coverage for the price of 2 years (Cisco suggested reseller price) for selected Fast Track 2 products.

**Q What is Cisco SMARTnet Service?**

**A** Cisco SMARTnet Service delivers:

- Next-business-day (NBD) hardware replacement (eight hours a day, five days a week [8x5])
- Global 24-hour access to Cisco Technical Assistance Center (TAC)
- Access to online knowledge base, communities, and tools
- Smart, proactive diagnostics and real-time alerts on devices enabled with Cisco Smart Call Home

For additional information about Cisco SMARTnet Service, please visit:

[http://www.cisco.com/en/US/partner/products/svcs/ps3034/ps2827/ps2978/serv\\_group\\_home.html](http://www.cisco.com/en/US/partner/products/svcs/ps3034/ps2827/ps2978/serv_group_home.html)

**Q Which Cisco SMARTnet Service offerings are included in the Cisco SMARTnet Three Years for the Price of Two Years Promotion for Fast Track 2?**

**A** The list of Cisco SMARTnet Service SKUs eligible for this promotion varies by country. Partners should consult the Fast Track 2 for Services promotional flyer or the Cisco Fast Track 2 for Services website at Cisco Partner Central, or contact a Cisco channel account manager for details (see “For More Information” later in this document to obtain the full eligible SKU list).

**Q Can a customer substitute other Cisco Services offerings and still receive the three years for the price of two years promotional pricing?**

**A** No. This particular promotion applies only to the Cisco SMARTnet Service offerings that are listed on the Cisco SMARTnet Three Years for the Price of Two Years Promotion for Fast Track 2 promotional flyer or at the Cisco Fast Track 2 for Services website at Cisco Partner Central (see “For More Information” later in this document).

**Q Who is eligible?**

**A** Fast Track 2 product pricing and the Cisco Services SMARTnet Three Years for the Price of Two Years Promotion for Fast Track 2 are available only to Cisco Gold, Silver, Premier, Select, and Registered partners, and are available only through authorized Cisco distributors. Specific eligibility for Fast Track 2 is determined by country.

- Q What are the time frames for the Fast Track 2 program and for the Cisco Services SMARTnet Three Years for the Price of Two Years Promotion for Fast Track 2?**
- A** Fast Track 2 is an ongoing program. The Cisco Services SMARTnet Three Years for the Price of Two Years Promotion for Fast Track 2 is a limited-time pricing offer available for eligible Cisco SMARTnet SKUs on orders placed between August 15, 2011 and January 28, 2012.
- Q How do partners obtain the limited time promotional pricing for Cisco Services SMARTnet Three Years for the Price of Two Years Promotion for Fast Track 2?**
- A** The partner simply orders the special promotional service SKU that has been set up for this promotion. The three years for the price of two years pricing and the 3-year duration have been built into this special promotional SKU. To place an order, the partner selects “SMARTnet 3YR 8x5NBD (SNT3)” from the drop-down Service Level menu in the ordering system.
- Q Does Fast Track 2 affect the types of Cisco Services that a partner can sell?**
- A** No. Neither the Fast Track 2 program nor this services promotion affects the types of services a partner can purchase through distribution. The Fast Track 2 program merely offers partners simplified, up-front pricing and other incentives for products and services they are currently eligible to sell.
- Q Can a partner take advantage of this services promotion by attaching it to hardware that was purchased prior to the promotion start date?**
- A** Yes, The Fast Track2 service promotion can be purchased for hardware purchased before the promotional period, existing unattached hardware, or for renewals as long as it is for the fixed 3-year time period and no co-termining is allowed; however the service must be purchased within the warranty period of the hardware.
- Q If the product is on backorder and does not ship by the time the promotion ends, can a partner still receive the promotional pricing for the services?**
- A** Yes, as long as the Cisco Services SMARTnet Three Years for the Price of Two Years Promotion for Fast Track 2 was ordered during the promotional period.
- Q What are the full terms and conditions associated with Cisco Services SMARTnet Three Years for the Price of Two Years Promotion for Fast Track 2?**
- A** For detailed terms and conditions, please visit:  
[http://www.cisco.com/web/partners/sell/smb/programs\\_and\\_promotions/index.html](http://www.cisco.com/web/partners/sell/smb/programs_and_promotions/index.html)

#### **For More Information**

- Q Where can a Cisco distributor go for additional distribution-specific information?**
- A** Go to Cisco Distribution Central: [www.cisco.com/go/disty](http://www.cisco.com/go/disty), and click on the Fast Track 2 tab (requires a Cisco.com login and access request).
- Q Where can a Cisco partner go for additional partner-specific information?**
- Go to Cisco Partner Central  
[http://www.cisco.com/web/partners/sell/smb/programs\\_and\\_promotions/index.html](http://www.cisco.com/web/partners/sell/smb/programs_and_promotions/index.html)