

Next Calendar Day Service Level

Stay covered 365 days a year with advance hardware replacement

Your network must work on holidays and weekends, so your hardware replacement should too. Timely device replacement is a key factor in minimizing downtime and maintaining business resiliency.

Get replacement hardware seven days a week, including holidays

The Next Calendar Day service level helps you to improve product uptime. Cisco® will deliver your replacement hardware by the next calendar day, regardless of whether it's a weekend or holiday, which means you gain 40 percent more coverage than with the Next Business Day service level. Onsite service is also an option if you would like additional assistance with installation and configuration.

The Next Calendar Day service level is currently available as an option with the following services:

- Cisco Smart Net Total Care®
- Cisco Solution Support
- Cisco Solution Support for Service Providers
- Cisco Service Provider Base
- Extended Support Service
- Meraki® Now
- Partner Support Service
- Combined Services

Benefits

- **Gain year-round delivery and full coverage.** Access expert support from the Cisco Technical Assistance Center and your replacement hardware, seven days a week
- **Minimize costly downtime** (estimated by Gartner to cost \$5,600 per minute on average) by not having to wait until a weekday for your replacement to arrive
- **Save on sparing costs.** Rely on Cisco depots for weekend and holiday replacement instead of storing backup hardware “just in case,” and spend that freed-up CapEx on other business priorities

Next steps

Contact your local account representative for more details about Next Calendar Day. Visit <https://www.cisco.com/go/supportservices> to learn more about Cisco Customer Experience (CX) Support Services.

Choose Next Calendar Day to help manage risk, reduce downtime, and keep things running smoothly.

