Welcome to Cisco

Cisco Systems, Inc. offers a complete family of multi-protocol, multimedia routers and switches to match specific network requirements. Cisco's multiple platforms offer a range of price and performance options that ensure network flexibility, configurability, and operational integrity.

The available platforms range from entry-level routers used to subnet networks to high-end routers and ATM switches used to develop efficient backbones for local, campus, enterprise, and wide-area networks.

The LightStream 2020 ATM switch, referred to hereinafter as the LS2020, was designed to help you build an enterprise-wide ATM network that links local and geographically dispersed LANs and WANs.

Commitment to customer requirements, development of new standards-based technologies, and insistence on quality products, service, and support have made Cisco Systems the leading supplier of high-performance internetworking products.

Service and Support

Cisco Systems provides a full range of service and support options to ensure maximum network uptime and low life-cycle equipment costs.

Warranty Information

All Cisco Systems products are covered under a limited factory warranty. This warranty covers defects in hardware, software, or firmware. Refer to the Cisco Systems Customer Service Product Guide for more information on Cisco Systems' warranty policy, or contact Cisco Systems at 1-800-533-NETS or 1-415-3236-1941

Note Warranty and other service agreements may differ for international customers. Contact your nearest Cisco Systems regional representative for more information.

Maintenance Agreements

Cisco Systems offers Comprehensive Maintenance Agreements throughout North America. These agreements feature on-site remedial services, software support, a 24-hour emergency hotline, overnight parts replacement, and an escalation procedure. Cisco Systems also offers Software and Advanced Replacement Services under a SMARTnet agreement for customers who desire such

services. Noncontract maintenance services are provided at prevailing time-and-materials rates. For more information about such matters, contact Customer Services at 1-800-553-NETS or 1-415-326-1941.

Customer Support

Cisco Systems' maintenance strategy is founded on customer-initiated requests to the Cisco Systems Technical Assistance Center (TAC). TAC coordinates all customer services, including hardware and software telephone technical support, on-site service requirements, and module exchange and repair.

The TAC is available during normal business hours from 6:00 a.m. to 6:00 p.m. Pacific Coast time, Monday through Friday (excluding company holidays). If you need to return Cisco equipment for repair or replacement, contact the TAC or a Cisco Systems regional representative for more information.

Hardware and software support specialists are available to help diagnose and resolve customer problems. Specialists can isolate and resolve operational problems more expeditiously if you provide the following information:

- Chassis serial number

- Maintenance contract number

- Software version

You can determine your software version level by issuing the `ls -ls /usr/app` command at the `bash#` prompt. Also, you can display your hardware configuration by issuing the `sysver -a` command at the `bash#` prompt.

Technical Assistance Center (TAC):

1-800-553-2447
1-415-688-8209
Fax: 1-415-688-7878
E-mail: `tac@cisco.com`

Sales, Orders, Questions, and Comments:

1-800-553-NETS (6387)
1-415-903-7208
Fax: 1-415-903-8080
E-mail: `tac@csrep.com`