

## VoIP Phone Warranty Process

### Return Merchandise Authorization (RMA)

**Note: All Cisco equipment has one (1) Year Manufacturer's Warranty (No Smartnet purchased).**

**Cisco Technical Assistance Center (TAC) - 1-800-553-2447**

**Contract: 92909971**

#### 1. Manufacturer's Warranty Process

- a. If the phone is within 3 months of purchase date and failed out of the box, it is considered a Dead on Arrival (DOA) claim. See below for instructions.
- b. DOA Criteria:
  - i. Product fails at initial startup.
  - ii. Claim is submitted within three (3) months of the shipping date.
  - iii. To receive a new phone, CBTS Customer submits Return Merchandise Authorization (RMA).
  - iv. If Customer wants a refurbished phone, submit the claim directly through the TAC.
- c. Follow all of the instructions from the email and return the defective units within ten (10) days of the delivery date.
- d. Submit ticket to [askngts@cbts.net](mailto:askngts@cbts.net) for CBTS to submit claim to Cisco TAC.
- e. If the phone is outside of three (3) months, customer submits the claim directly to the Cisco TAC. *Note: The phone is a refurbished replacement.*

#### 2. Purchased with Smartnet Warranty Process

- a. If the leased phone has Smartnet support:
  - i. Customer contacts **Cisco TAC at 1-800-553-2447** with the make, model, serial number and a description of what is wrong with the phone.
  - ii. The Cisco TAC assists customer with a replacement phone.
- b. Customer provides Smartnet contract number and/or effective date.

#### 3. Process for Lease refurbished phones:

- a. All refurbished phones have a one (1) year warranty.
- b. During the warranty period, Customer provides the serial number, make, model as well as a problem description to CBTS Financial Services.
  - i. CBTS FS works internally with CBTS to replace and deliver a defective phone.
- c. If the phone is past the one year warranty, any cost for repairs or phone replacement is responsibility of the agency.
- d. Please contact Terri Thomas at [513-841-6882](tel:513-841-6882) or [Terri.thomas@cbts.net](mailto:Terri.thomas@cbts.net) to process this request.