

TAC - Cisco Technical Assistance Center

The Cisco Technical Support Website (www.cisco.com/techsupport) provides to all customers, partners, resellers, and distributors, who hold valid Cisco service contracts, access to online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies.

How to access Cisco technical support?

Log a case at: <http://tools.cisco.com/ServiceRequestTool/create/launch.do>

If you have a network down situation or a critical failure, then please call into TAC immediately, using the best local telephone numbers, obtained from the link below. The agent will assist in creating a service request over the telephone:

<http://www.cisco.com/web/siteassets/contacts/international.html>

The following information will help expedite your case:

- Meaningful case title stating the problem accurately
- History of the problem
- Network topology and explanation
- Output from “show tech” command (if applicable) and all other relevant output
- Software versions and types of equipment
- Relevant syslog/tacac logs before the issue occurred

Status of Cisco Service Requests :

You can use the online Cisco TAC Service Request Tool to track progress or to update your service requests with notes and attached files. www.cisco.com/techsupport/servicerequest

You can log a request with TAC to have them organize a TAC Briefing session for customers and partners for them to know about how TAC Operates and their TAC best practices. Use the below link to request for a session
https://app.smartsheet.com/b/form?EQBCT=8155a3d381af43c3b44593e7ea9dcbfc&ss_v=51.1.7

TAC Email/Language Support:

English: tac@cisco.com
Hanzi (Chinese): chinese-tac@cisco.com
Kanji (Japanese): japan-tac@cisco.com
Hangul (Korean): korea-tac@cisco.com

TAC Phone Support:

Asia Pacific +61 2 8446 7411
Australia 1 800 805 227
New Zealand 0800 44 6237
Europe +32 2 704 5555
US/Canada 1 800 553 2447
[Check your Country's support Contact](#)



Contact Us

- ❑ **Hours of operation : 24X7X365 support**
- ❑ **Contact us : Three Ways to Get Support**
 - Email: tac@cisco.com
 - Online: www.cisco.com/techsupport/servicerequest
 - Phone Support: For a list of global contact numbers, go to: www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html



Escalation/Prioritization Path

- ❑ **Open a Ticket/Support case :** If you are not completely satisfied with the progress on resolving your service request, please contact your regional technical support center and ask to speak with the **Duty Manager**. Visit the following Website for a list of all regional phone numbers.
http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html



Reference Documents

- ❑ **TAC Overview :**
<http://www.cisco.com/web/services/ts/access/tac/index.html>
- ❑ **How to Use Cisco Technical Support:**
 - <http://www.cisco.com/web/services/ts/access/delivery/index.html>
 - [Technical Services Quick Start Guide](#)
 - [TS Delivery Quick Reference Guide](#)