Cisco Systems Technical Support Contact Information

You can obtain help by:
- Viewing electronic support information
- Contacting technical support

You can send comments about the documentation to **tgv-doc@cisco.com**.

Viewing Electronic Support Information

Many technical questions can be answered by Ciscos electronic information services. We recommend using these services before calling Technical Support.

The electronic information services are:
- A World Wide Web server; the URL is **http://www.tgv.cisco.com**.
- An FTP server; the address is **ftp.tgv.cisco.com**.

Contacting Technical Support

Cisco provides technical support only for registered technical contacts with a current support agreement at each customer site. If you purchased Cisco TCP/IP Suite 100 from an authorized Cisco distributor or partner, technical support is available directly from them.

If your site does not have a current support agreement, you may call Ciscos Technical Support department for a per-call fee. Please have a major credit card number handy when making this call. For customers in the warranty period, within 90 days from the date of purchase there is no charge for this call.

You can contact Technical Support as follows:

Electronic Mail

For many questions, electronic mail is the preferred communication tool. Technical support via electronic mail is available to qualified contacts with a current support agreement. Send electronic mail to **tgv-support@cisco.com**.

Electronic mail is answered on weekdays between 6AM and 5PM United States Pacific Time. When sending electronic mail, include the following information at the beginning of your message. Including this information helps Cisco Technical Support process and track your request.

- Your name
- Customer ID
- Company name
- Telephone number
- Fax number
- Email address
- Information about your workstation
  Include the brand or model of your workstation, the amount of RAM, type of modem, the version of Cisco TCP/IP Suite you are using, and any other protocols you are using.
- Information about your host configuration if the problem involves communication with a host
  For example, if you are having Telnet problems, include the brand and model of the host with which you are trying to connect, as well as the hosts operating system and version. If the problem involves email, include the POP3 and SMTP versions.

Attach any files that you think might be relevant, such as AUTOEXEC.BAT, SYSTEM.INI, CONFIG.SYS, or log files and any error messages.

Calling Technical Support

You can call either of the following numbers for support between 6AM and 5PM United States Pacific Time:

- (800) 553-2447
- (408) 526-7209

When you call Cisco, you will be connected to a Cisco Technical Support Call Coordinator. Briefly describe your problem.

You will be called back; please do not ask to be put on hold.

Before calling:

- Verify that your support agreement is current.
- Know the versions of Windows and Cisco TCP/IP Suite 100 that you are running.
- Have complete information about commands and data that you entered, error messages that appeared, and problem specifics.