



The bridge to possible

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# Cisco Network Convergence System 560-4 Router

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Cisco® NCS 560-4 Router is a full-featured, modular and programmable aggregation platform. It is designed for the cost-effective delivery of converged mobile, residential, and business services. The NCS 560-4 provides Redundancy, shallow depth, low power consumption, high Ethernet interface density and high services scale, optimized for aggregation and remote Point-Of-Presence (POP) applications.

The Cisco NCS 560-4 Router (Figure 1) provides a comprehensive and scalable feature set, supporting Layer 2 VPN, Layer 3 VPN, Ethernet VPN (E-VPN) and Multicast services in a compact design.



**Figure 1.**  
Cisco NCS 560-4 Router

## Product highlights

- 4 RU small form factor with depth <300mm
- Fully redundant platform with 50 msec ISSU support
- Side-to-side or front-to-back airflow with a plenum
- 5G ready with support for Segment Routing and EVPN
- 6 x 100G support on NCS560 4 RU
- Supports industrial temperature conditions
- High Density of 1G/10G/40G/100G ethernet ports. 25G/50G on roadmap
- 100G/200G CFP2 DCO support
- 100G QSFP-DD ZR optics support on roadmap
- Low latency forwarding, typically <10  $\mu$ s
- Precise frequency and phase/time synchronization using the latest industry standards

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- Security- Trust Anchor infrastructure, secure boot, image signing, run-time defense
  - Part of Cisco Certified Metro Fabric Design
  - MEF 3.0 certified for carrier ethernet deployments
  - Rich Quality of Service capabilities for different SLAs
  - Excellent manageability

## Major applications

### Broadband aggregation

The modular Cisco NCS 560-4 Router supports broadband aggregation for delivering “any-play” services (voice, video, data, and mobility). Designed to support thousands of subscribers, the NCS 560 includes Quality of Service (QoS) features that allow the routers to scale to a large number of queues per device. Combined with a highly granular, three-level hierarchical QoS algorithm, a large number of queues can result in a greatly enhanced broadband user experience. This full-featured Layer 2 and Layer 3 router supports a variety of broadband applications, including IPTV and Video on Demand (VoD), enhancing and extending the Cisco Evolved Programmable Network architecture.

### Pre-aggregation for mobile applications

Deployed as a pre-aggregation platform for mobile backhaul, the NCS 560-4 Router can aggregate cell sites and use Segment Routing (SR, SR-TE) or Multiprotocol Label Switching (MPLS) as a transport for Radio Access Network (RAN) backhaul traffic. It also provides the timing services required in today’s converged access networks by offering integrated support for the Building Integrated Timing Supply (BITS), 10 MHz, 1 Pulse Per Second (1PPS), and Time Of Day (TOD) interfaces. The router also supports Synchronous Ethernet (SyncE), IEEE-1588 Precision Time Protocol (G.8275.1 with G.8273.2 - Class B and G.8275.2), and Global Positioning System (GPS) interfaces. In addition, the NCS 560-4 Router can be deployed in small and rugged environments, due to its shallow depth and qualification for extended temperature ranges.

### Metro ethernet aggregation

The NCS 560-4 Router is built to meet service provider requirements for Carrier Ethernet aggregation. It is optimized for remote central office and smaller aggregation sites where a full-featured, modular, small-footprint, and fully redundant aggregation platform is needed. This router offers service flexibility and delivers Layer 2, IP, MPLS, and Segment Routing transport for advanced L2VPN, L3VPN, EVPN and multicast services.

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## Major differentiators

The NCS 560-4 Router helps service providers deliver highly scalable advanced services for residential broadband, mobile, and Metro Ethernet applications. This allows an operator to provide differentiated and cost-effective services to end users.

### Flexible deployment options

The NCS 560-4 Router is designed with a compact form factor to accommodate deployment in small spaces. Available with a range of mounting options, the router can be deployed in space-constrained locations such as ETSI 300-mm deep cabinets. The side-to-side airflow design allows two Cisco NCS 560-4 Routers to be mounted back-to-back in a 600-mm cabinet, while the extended temperature range supported by the router allows it to be deployed in locations with minimum environmental control. Small footprint and extended temperature range support allow service providers to extend the reach of their Carrier Ethernet networks to more challenging and remote locations, yet save money on air conditioning.

### High availability and modularity

The NCS 560-4 Router is a modular platform. Cisco offers redundant Route Switch Processors (RSPs), AC and DC power supplies, a high-speed fan tray, and a wide range of Ethernet interface modules. The Ethernet interfaces are available in copper and fiber, with speeds ranging from 100 Mbps to 100 Gbps. The interface modules, power supplies, and fan tray are all field replaceable.

The design of the Cisco NCS 560-4 Router delivers in-box hardware redundancy and supports software redundancy with In-Service Software Upgrade (ISSU) support when a pair of route switch processors is inserted in the chassis.

### Operational efficiency

The NCS 560-4 Router features essential capabilities that help service providers simplify and automate the management of their networks through device programmability and services orchestration, promoting efficiency gains in the deployment and operation of the networks. The router provides proactive diagnostic and telemetry tools which help service providers avoid potential problems before they occur, troubleshoot any problems, and implement solutions when problems are diagnosed.

## System design

The NCS 560-4 Router is built as fully modular systems with a future-ready design. The router chassis supports online field replacement and upgrades of all components. The NCS 560-4 Router is designed to contain three Fan Trays, up to three Power Supplies, two Route Switch Processor (RSP) cards, and up to 6 Interface Module cards. All components support online replacement and field upgrades.

### Fan trays

The NCS 560-4 Router has three high-speed fan tray slots, which must be populated for the system to operate. The Fan Trays contain redundant fans. The system continues to operate on single fan failures across the Fan Trays. The system has been designed to remain operational during the replacement of the Fan Trays. The duration of Fan Tray replacement has a hard time limit imposed on reinsertion of the fan tray depending on the system's ambient temperature. In addition to cooling the chassis, the fan tray also contains a connector for dry-contact inputs and several system-level alarm LEDs.

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## Filter

The NCS 560-4 Router has a built-in, Field-serviceable dust Filter, located on the far right side of the chassis to allow optimal air flow.

## Power supplies

AC and DC power supplies are available for NCS 560-4 Router. Depending on the system module configuration, and redundancy requirements, two or three power supplies might be needed. The system supports operation on a single power supply, while two power supplies will function in a load-share configuration and three power supplies will function in a 2+1 protection scheme. Mixing of AC and DC power supplies in a single operational chassis is supported.

## Route switch processor

The Cisco NCS 560-4 Route Switch Processor (RSP4) is the centralized card in the system responsible for control plane, forwarding (data) plane and management plane, and also provides the network-timing. The Cisco NCS 560-4 Route Switch Processor is a Field Replaceable Unit (FRU).

## Interface modules

The Cisco NCS 560-4 Router is a modular system with six interface module slots (slots 0 to 5). These slots support a variety of Ethernet interface modules, with interface speeds ranging from 100Mbps to 100Gbps.

## Software

The Cisco NCS 560-4 Router operates with Cisco IOS® XR Software, which is a modular operating system. This software is designed to provide modular packaging, feature velocity, and powerful resiliency. For more information on the supported features and software capabilities, see the Cisco IOS XR Software for Cisco NCS 560-4 Router data sheet.

## Network management

The Cisco NCS 560-4 Router is supported in the Cisco Evolved Programmable Network (EPN) architectures. Cisco Evolved Programmable Networks Manager (EPN-M) is an end-to-end network management solution that drastically simplifies the design, provisioning, and management of carrier-grade networks. It is a comprehensive solution that centralizes and automates service design, fulfillment, assurance, and performance analysis to help service providers and enterprises lower their costs while meeting high customer expectations.

In addition to the support for EPN-M, the Cisco NCS 560-4 Router also supports device programmability and Services Orchestration capabilities through a variety of embedded Transport Controllers, SDN Controllers and Network Services Orchestration Solutions.

## Product specifications

Tables 2 through 4 list the product, power, and environmental specifications for the Cisco NCS 560-4 Router. Tables 5 and 6 provide safety, compliance, and certification information.

**Table 1.** Cisco NCS 560-4 Router System specifications

Description	Cisco NCS 560-4 Router
<b>Physical specifications<sup>1</sup></b>	<p><b>NCS560-4</b></p> <p>Height: 7 in. (177.88 mm) - 4RU</p> <p>Width: 17.44 in. (443 mm)</p> <p>Depth: 9.5 in. (243.1 mm)</p> <p>Weight:</p> <ul style="list-style-type: none"> <li>• 55.56 lb (25.2 kg) with two RSPs, three DC power supplies, and loaded with a typical combination of interface module cards</li> <li>• 18 lb (8.12 kg) for an empty chassis</li> </ul> <p><b>N560-4-RSP4E / N560-RSP4</b></p> <p>Height: 1.28 in. (32.5 mm)</p> <p>Width: 14.17 in. (360 mm)</p> <p>Depth: 8.66 in. (220 mm)</p> <p>Weight: 6.24 lb (2.83 kg)</p> <p><b>N560-4-FAN-H</b></p> <p>Height: 2.51 in. (64 mm)</p> <p>Width: 2.6 in. (66 mm)</p> <p>Depth: 8.66 in. (220 mm)</p> <p>Weight: 1.39 lb (0.63 kg)</p> <p><b>N560-4-PWR-FAN</b></p> <p>Height: 1.77 in. (45 mm)</p> <p>Width: 2.6 in. (66 mm)</p> <p>Depth: 8.66 in. (220 mm)</p> <p>Weight: 1.04 lb (0.47 kg)</p> <p><b>N560-4-FILTER</b></p> <p>Height: 3.32 in. (84.3 mm)</p> <p>Width: 0.3 in. (7.6 mm)</p> <p>Depth: 9.69 in. (246.1 mm)</p> <p>Weight: 0.17 lb (0.07 kg)</p>
<b>Rack mounts</b>	<p>19 in. rack mount is an integral part of the chassis</p> <p>ETSI rack mount kit adapter</p> <p>23 in. rack mount kit adapter</p>
<b>Interface modules</b>	<p>6 interface module slots</p>

Description	Cisco NCS 560-4 Router
Route switch processors	2 RSP slots
Fan tray	3 fan trays with fan redundancy at a system level 4 dry contact input alarms on PWR fan tray
Air flow	Side-to-side airflow; inlet on the right side, outlet on the left side when looking from the front. Front-to-back airflow option available through additional Plenum
Power supplies	3 Power supply slots. Up to 3 Power supplies (1200W AC or DC) can be used in Load share mode  The System can operate on a single power supply and supports mixing of AC and DC power supplies in a single chassis
Chassis MTBF at 40° C (104° F) operating temperature (25° C / 77° F ambient temperature)	11,780,000 hours
Fan Tray MTBF at 40° C (104° F) operating temperature (25° C / 77° F ambient temperature)	PWR Fan Tray: 989,000 hours High Speed Fan Tray: 857,000 hours

**Table 2.** Power specifications

Description	Cisco NCS 560-4 Router
Power consumption	Maximum input power 975W (@ 65 degrees Celsius maximum operating temperature, including loss). This is equivalent to 3327 BTU per hr.  Typical input power depends on the actual configuration and can be checked using the Cisco power calculator tool at <a href="http://tools.cisco.com/cpc/">http://tools.cisco.com/cpc/</a>
AC input voltage and frequency	Voltage range: 85 to 264 VAC, nominal 115 to 230 VAC Frequency Range: 47 to 63 Hz, nominal 50 to 60 Hz
AC Power Supply MTBF at 40° C operating temperature	1,300,000 hours
DC input voltage	For 1200W DC power supply, voltage range: -40.8V to -72V DC, nominal -48V/-60V DC
DC Power Supply MTBF at 40° C operating temperature	1,460,000 hours
Power Supply shipment packaging size (LxWxH)	15.44 in. x 9.44 in. x 4.31 in.
Power Supply shipment weight	3.6 lbs.



**Table 3.** Environmental specifications

Description	Cisco NCS 560-4 Router
<b>Operating environment and altitude<sup>1</sup></b>	-40 to 65°C operating temperature -60 to 1800m operating altitude (for full operating temperature range) Up to 4000m operating altitude (at up to 40°C temperature)
<b>Outside plant</b>	For an outside plant installation, it is required that the router be protected against airborne contaminants, dust, moisture, insects, pests, corrosive gases, polluted air, or other reactive elements present in the outside air. To achieve this level of protection, it is recommended that the unit be installed in an environmentally sealed enclosure. Cabinets that conform to GR-487 are considered environmentally sealed. In addition, closures with a minimum NEMA rating of 4 or a minimum IP 66 rating can be considered environmentally sealed
<b>Relative humidity</b>	5 to 95%, noncondensing
<b>Acoustic noise<sup>3</sup></b>	Acoustic noise peak operation complies with Network Equipment Building Standards (NEBS) GR-63-Core Issue 5 sound power level of 70 dBA at 27°C operation as measured by the ANSI S12.10/ISO 7779 NAIS noise measurement test standard
<b>Storage environment</b>	Temperature: -40 to 70°C altitude: 15,000 ft (4570m)
<b>Seismic</b>	Zone 4
<b>Hazardous substances</b>	Reduction of Hazardous Substances (ROHS) 6

<sup>1</sup>Minimum temperature range of chassis, fan tray, RSP engine, power supply, optics, and interface modules will dictate the supported operating temperature range. Maximum cooling fan tray module is assumed.

**Table 4.** Safety and compliance

Type	Standards
<b>Safety</b>	<ul style="list-style-type: none"> <li>• UL 60950-1, 2<sup>nd</sup> edition</li> <li>• CAN/CSA C22.2 No. 60950-1-07 2<sup>nd</sup> edition</li> <li>• IEC 60950-1, 2<sup>nd</sup> edition</li> <li>• EN 60950-1, 2<sup>nd</sup> edition</li> <li>• AS/NZS 60950.1:2003</li> </ul>
<b>Electromagnetic</b>	<ul style="list-style-type: none"> <li>• FCC CFR47 Part 15 Class A</li> </ul>
<b>Emissions compliance</b>	<ul style="list-style-type: none"> <li>• EN 55032:2012/ AC:2013</li> <li>• EN 55032:2015</li> <li>• CISPR 32 Edition 2</li> <li>• EN61000-3-2: 2014</li> <li>• EN61000-3-3: 2013</li> <li>• EN 300 386 V1.6.1</li> <li>• ICES-003 Issue 6: 2016</li> <li>• VCCI Class A</li> <li>• TCVN 7189: 2009</li> <li>• CNS13438: 2006</li> </ul>

Type	Standards
	<ul style="list-style-type: none"> <li>• KN 32: 2015</li> <li>• EN301 489-19:2017: V2.1.0</li> <li>• EN301 489-1:2017: V2.1.1</li> <li>• EN 303 413 V1.1.1</li> </ul>
<b>Immunity compliance</b>	<ul style="list-style-type: none"> <li>• CISPR24: 2010 + A1: 2015</li> <li>• EN300 386:2012:V1.6.1</li> <li>• EN55024: 2010 + A1: 2015</li> <li>• TCVN 7317: 2003</li> <li>• EN55035:2017</li> <li>• EN61000-6-1:2007</li> <li>• EN61000-6-2:2005</li> <li>• IEC61000-6-1:2016:Ed:3</li> <li>• IEC61000-6-2:2016:Ed:3</li> <li>• KN35:2015</li> <li>• EN301 489-19:2017: V2.1.0</li> <li>• EN301 489-1:2017: V2.1.1</li> </ul>
<b>NEBS<sup>1</sup></b>	<ul style="list-style-type: none"> <li>• GR-63-CORE Issue 5</li> <li>• GR-1089-CORE Issue 7</li> <li>• SR-3580 NEBS Level 3</li> <li>• GR-3108 (Class-1 for non-coated PIDs and Class-2 for conformal coated PIDs)</li> </ul>
<b>ETSI</b>	<ul style="list-style-type: none"> <li>• ETS/EN 300 119 Part 4<sup>1</sup></li> <li>• ETS/EN 300 019 - Storage: Class 1.2, Transportation: Class 2.3, In-Use/Operational: Class 3.2</li> <li>• ETS/EN 300 753</li> </ul>
<b>Network synchronization</b>	<ul style="list-style-type: none"> <li>• ANSI T1.101</li> <li>• GR-1244-CORE</li> <li>• GR-253-CORE</li> <li>• ITU-T G.703 clause 5</li> <li>• ITU-T G.703 clause 9</li> <li>• ITU-T G.781</li> <li>• ITU-T G.813</li> <li>• ITU-T G.823</li> <li>• ITU-T G.824</li> <li>• ITU-T G.8261/Y.1361</li> <li>• ITU-T G.8265.1</li> <li>• ITU-T G.8273.2 - Class B</li> <li>• ITU-T G.8275.1</li> <li>• ITU-T G.8275.2</li> <li>• IEEE1588-2008</li> </ul>

<sup>1</sup> Notable exception: Compliant with ETSI racks without doors

**Table 5.** Certifications

Description	Cisco NCS 560-4 Router
Common Criteria	Cisco NCS 560-4 Router running Cisco IOS XR 6.6.25 Software
MEF	Carrier Ethernet (CE) 1.0 and CE 2.0. MEF 9 and MEF 14 Carrier Ethernet (CE) 3.0 with XR 6.6.25 Software
IEEE 1588-2008	1588™ SLAVE (IEEE CONFORMITY ASSESSMENT PROGRAM) <ul style="list-style-type: none"> <li>• IEEE 1588™ Conformity Test Suite for Frequency Synchronization in Telecommunications Networks - Packet Slave Clock</li> <li>• IEEE Std 1588™-2008 and Recommendation ITU-T G.8265.1 (10/2010) with Amendments 1 (04/2011) and 2 (10/2012)</li> </ul>

## Ordering information

**Table 6.** Ordering information for NCS 560 4 RU Hardware

Part Number	Description
N560-4-SYS-E	NCS 560-4 4RU System ATO, 800G, XL scale, Redundant RSP
N560-4-SYS	NCS 560-4 4RU System ATO, 800G, L scale, Redundant RSP
N560-4-SYS-E-BUN1	NCS 560-4 4RU System ATO, 800G, XL scale, Single RSP
N560-4-SYS-BUN1	NCS 560-4 4RU System ATO, 800G, L scale, Single RSP
NCS560-4	NCS 560-4 Router Chassis
NCS560-4=	NCS 560-4 Router Chassis, Spare
N560-4-RSP4E	NCS 560-4 Route Switch Processor 4 Enhanced, 800G, XL scale
N560-4-RSP4E=	NCS 560-4 Route Switch Processor 4 Enhanced, 800G, XL scale, Spare
N560-4-RSP4	NCS 560-4 Route Switch Processor 4, 800G, L scale
N560-4RSP4=	NCS 560-4 Route Switch Processor 4, 800G, L scale, Spare
N560-4-FAN-H	NCS 560-4 High Speed Fan Tray
N560-4-FAN-H=	NCS 560-4 High Speed Fan Tray, Spare
N560-4-PWR-FAN	NCS 560-4 Power High Speed Fan Tray
N560-4-PWR-FAN=	NCS 560-4 Power High Speed Fan Tray, Spare
N560-4-FILTER	NCS 560-4 Filter
N560-4-FILTER=	NCS 560-4 Filter Spare
N560-4-RCKMNT-U	NCS 560-4 Rackmount Universal Adapter - ETSI, 23 inch

Part Number	Description
N560-4-RCKMNT-U=	NCS 560-4 Rackmount Universal Adapter - ETSI, 23 inch, Spare
N560-4-CAB-BRKT	NCS 560-4 Cable Guide Bracket
N560-4-CAB-BRKT=	NCS 560-4 Cable Guide Bracket, Spare
N560-4-F2B-AIR-U	NCS 560-4 Front to Back Airflow Plenum, Universal
N560-4-F2B-AIR-U=	NCS 560-4 Front to Back Airflow Plenum, Universal, Spare
N560-4-F2B-AIR-V	NCS 560-4 Front to Back Airflow Plenum, Vertical Mount
N560-4-F2B-AIR-V=	NCS 560-4 Front to Back Airflow Plenum, Vertical Mount, Spare
A900-PWR1200-A	ASR 900 1200W AC Power Supply
A900-PWR1200-A=	ASR 900 1200W AC Power Supply, Spare
A900-PWR1200-D	ASR 900 1200W DC Power Supply
A900-PWR1200-D=	ASR 900 1200W DC Power Supply, Spare
N560-PWR1200-D-E	NCS 560 1200W DC Power Supply Enhanced, Dying Gasp
N560-PWR1200-D-E=	NCS 560 1200W DC Power Supply Enhanced, Dying Gasp, Spare
N560-4-PWR-BLANK	NCS 560-4 Power Supply Blank Cover
N560-4-PWR-BLANK=	NCS 560-4 Power Supply Blank Cover, Spare
N560-4-RSP-BLANK	NCS 560-4 Route Switch Processor Type-B Blank Cover
N560-4-RSP-BLANK=	NCS 560-4 Route Switch Processor Type-B Blank Cover, Spare
N560-4-IMA-BLANK	NCS 560-4 Interface Module Blank Cover
N560-4-IMA-BLANK=	NCS 560-4 Interface Module Blank Cover, Spare

**Table 7.** Ordering information for software licenses available on NCS 560 portfolio

Product ID (PID)	Description
ESS-AC-100G-RTU-1	Access Essentials SW Right-to-Use v1.0 per 100G
ADV-AC-100G-RTU-1	Access Advantage w/o Essentials SW RTU v1.0 100G
ADN-AC-100G-RTU-1	Access Advantage w/ Essentials SW RTU v1.0 100G
ESS-ADN-AC-100G-RT	Access Essentials to Advantage Upgrade RTU per 100G
ESS-AC-100G-SIA-3	Access Essentials SIA 100G 3-5 year term
ESS-AC-100G-SIA-5	Access Essentials SIA 100G 5-10 year term

Product ID (PID)	Description
ADV-AC-100G-SIA-3	Access Advantage w/o Essentials SIA 100G 3-5 year term
ADV-AC-100G-SIA-5	Access Advantage w/o Essentials SIA 100G 5-10 year term
ADN-AC-100G-SIA-3	Access Advantage w/ Essentials SIA 100G 3-5 year term
ADN-AC-100G-SIA-5	Access Advantage w/ Essentials SIA 100G 5-10 year term
ESS-ADN-AC100G-S3	Access Essentials to Advantage Upgrade SIA 100G 3-5 yrs
ESS-ADN-AC100G-S5	Access Essentials to Advantage Upgrade SIA 100G 5-10 yrs
N560-FC-SW	NCS 560 Series additional Software Licenses (RTU, SIA)

## Warranty information

Warranty information is available on Cisco.com at the [Product Warranties](#) page.

## Product sustainability

Information about Cisco’s environmental, social and governance (ESG) initiatives and performance is provided in Cisco’s CSR and sustainability [reporting](#).

**Table 8.** Product sustainability

Sustainability Topic		Reference
General	Information on product-material-content laws and regulations	<a href="#">Materials</a>
	Information on electronic waste laws and regulations, including our products, batteries and packaging	<a href="#">WEEE Compliance</a>
	Information on product takeback and reuse program	<a href="#">Cisco Takeback and Reuse Program</a>
	Sustainability Inquiries	Contact: <a href="mailto:csr_inquiries@cisco.com">csr_inquiries@cisco.com</a>
Material	Product packaging weight and materials	Contact: <a href="mailto:environment@cisco.com">environment@cisco.com</a>

## Service and Support

Cisco offers a wide range of services programs to help accelerate customer success. These innovative services programs are delivered through a unique combination of people, processes, tools, and partners, promoting high levels of customer satisfaction. Cisco Services help you protect your network investment, optimize network operations, and prepare your network for new applications to extend network intelligence and the power of your business. For more information about Cisco Services, refer to Cisco Technical Support Services or Cisco Advanced Services.

Cisco is committed to reducing your total cost of ownership. Cisco offers a portfolio of technical support services to help ensure that Cisco products operate efficiently, remain highly available, and benefit from the most up-to-date system software. The services and support programs described in Table 7 are available as part of the Cisco Carrier Ethernet Switching Service and Support solution and are available directly from Cisco and through resellers.

**Table 9.** Service and Support

Advanced Services	Features	Benefits
<p><b>Cisco Total Implementation Solutions (TIS), available directly from Cisco</b></p> <p><b>Cisco Packaged TIS, available through resellers</b></p>	<ul style="list-style-type: none"> <li>• Project management</li> <li>• Site survey, configuration, and deployment</li> <li>• Installation, test, and cutover</li> <li>• Training</li> <li>• Major moves, adds, and changes</li> <li>• Design review and product staging</li> </ul>	<ul style="list-style-type: none"> <li>• Supplement existing staff</li> <li>• Help ensure functions meet needs</li> <li>• Mitigate risk</li> </ul>
<p><b>Cisco SP Base Support and Service Provider-Based Onsite Support, available directly from Cisco</b></p> <p><b>Cisco Packaged Service Provider-Based Support, available through resellers</b></p>	<ul style="list-style-type: none"> <li>• 24-hour access to software updates</li> <li>• Web access to technical repositories</li> <li>• Telephone support through the Cisco Technical Assistance Center (TAC)</li> <li>• Advance replacement of hardware parts</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitate proactive or expedited problem resolution</li> <li>• Lower total cost of ownership by taking advantage of Cisco expertise and knowledge</li> <li>• Reduce network downtime</li> </ul>

## Cisco Capital

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## Document history

New or revised topic	Described in	Date
<a href="#">Updated Table 7. Ordering information for software licenses available on NCS 560 portfolio</a>	Ethernet Interface Modules	7/14/2021

**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV Amsterdam,  
The Netherlands

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