In January of 2021, Cisco Systems© announced the upcoming end-of-sale dates of the Business Critical Services 2.3 SKUs globally. The last day to order the affected service was 7/31/2021. Customers with active service contracts will continue to receive support until the termination date of their contract.

Cisco Business Critical Services 2.3

General Terms

This document must be read in conjunction with "How Cisco Provides Services," which is incorporated into this document by reference.

Cisco Business Critical Services 2.3 are intended to supplement a current support agreement for Cisco Products and are only available where all Products in Customer's Network are supported through a minimum of core Services such as Cisco Smart Net Total Care™/ SP Base, Software Support Services (SWSS), Solution Support, Limited Lifetime Warranty, Software Application Services, or the Partner Support Service offering from within the Cisco Services Partner Program.

This Service Description includes this document as well as the following documents, which describe the Deliverables provided by the Service:

Document Name	Link
Cisco Business Critical Services for Operations	https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/Cisco_Business_Critical_Services_for_Operations.pdf
Cisco Business Critical Services for Engineering	https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/Cisco_Business_Critical_Services_for_Engineering.pdf
Cisco Business Critical Services for Architecture	https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/Cisco_Business_Critical_Services_for_Architecture.pdf

Table of Contents

1. Business Critical Services Overview

Deliverables provided under Cisco Business Critical Services are aligned by themes, capabilities, and supported technologies, solutions or architectures.

1.1. Services for Operations

Services for Operations provide capabilities and Deliverables in support of availability, security compliance, and management of Cisco infrastructure and application environment.

For a detailed description of Cisco Business Critical Services for Operations, capabilities, and Deliverables, refer to the following related document:
https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/Cisco_Business_Critical_Services_for_Operations.pdf.

1.2. Services for Engineering

Services for Engineering provide capabilities and Deliverables in support of design and validation, application insights, threat analytics, automation, security programs, and hardening of Cisco infrastructure and application environment.

For a detailed description of Cisco Business Critical Services for Engineering, capabilities, and Deliverables, refer to the following related document:
https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/Cisco_Business_Critical_Services_for_Engineering.pdf.

1.3. Services for Architecture

Services for Architecture provide capabilities and Deliverables in support of strategy, architecture alignment, design, deployment strategy, and adoption strategy for scaling of Cisco infrastructure and application environment.

For a detailed description of Cisco Business Critical Services for Architecture, capabilities, and Deliverables, refer to the following related document:
https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/Cisco_Business_Critical_Services_for_Architecture.pdf

2. Architectures, Technologies, and Solutions Supported

The following architectures, technologies, and solutions supported by the Services and Deliverables described herein will be specified in the Quote. Refer to Cisco Business Critical Services SKUs and corresponding architectures and technologies.

2.1. Cisco Core Networking Services

Cisco Core Networking Services provide support for the following technologies:

Technologies	Description
Routing and Switching	Routing and Switching technology-aligned Services support all Cisco Products and technologies that forward and/or process routed Internet Protocol (IP) and switched Ethernet traffic, Hardware, and virtual infrastructure appliances, Software-defined access switches, and controllers.
Optical Networking	Optical Networking technology-aligned Services support all Cisco Optical Products including DWDM, IPoDWDM, Optical Transport (OTN), Packet Optical, SONET, and SDH.
Wireless Networking	Wireless Networking technology-aligned Services support all Unified Cisco Wireless Products including Wireless LAN (WLAN) Access Points (AP), Wireless Controllers and Wireless Network Management, Connected Mobile Experiences (CMX), and Mobility Services Engine (MSE).

	Cisco Meraki™ Products include cloud-managed APs, switches, Security / SD-WAN appliances, and management dashboard.
Network Management and Orchestration	Network Management and Orchestration-aligned Services include Cisco Application Policy Infrastructure Controller Enterprise Module (APIC-EM), Cisco Digital Network Architecture (DNA) Center, Cisco Prime® Infrastructure, Cisco Prime Network, Cisco Prime Optical, Cisco Prime Central, Cisco Prime Performance Manager, Cisco Prime Provisioning, Cisco Prime Access Registrar, Cisco Prime Network Registrar, Cisco Evolved Programmable Network (EPN) Manager, Cisco WAN Automation Engine (WAE), and other Cisco OSS / Network Management Software.
Next Gen Cable Access	Next Gen Cable Access technology-aligned Services support Cable Modem Termination System (CMTS), Cisco Converged Broadband Router (cBR-8) platform, Evolved Converged Cable Access Platform (CCAP), DOCSIS 3.1 Migration, Broadband Access Control for Cable (BACC), and Cisco Network Register (CNR).

2.2.   Cisco Data Center and Cloud Services

Cisco Data Center and Cloud Services provide support for the following technologies:

Technology	Description
Computing Systems	Computing Systems technology-aligned Services support all Cisco Data Center Compute Products, Cisco HyperFlex® Infrastructure platforms, Software, and technologies, such as servers and management Software and connectivity.
Data Center Switching	Data Center Switching technology-aligned Services support all Cisco Data Center Switching Products and technologies that forward and/or process and forward IP, switched Ethernet, storage traffic, and Cisco Application Control Engine.
Storage Area Networking	Storage Area Networking (SAN) technology-aligned Services support all Cisco Data Center SAN Products and technologies that forward and/or process and forward IP, switched Ethernet, and storage traffic.
Application Centric Infrastructure	Application Centric Infrastructure (Cisco ACI®) technology-aligned Services support all Data Center Cisco Nexus® family of ACI-capable 9000 Switches and Application Policy Infrastructure Controller (APIC) Cluster.
Data Center Orchestration and Automation	Data Center Orchestration and Automation-aligned Services support Cisco ONE™ Enterprise Cloud Suite Solutions such as Cisco Unified Computing System™ (Cisco UCS®) Director (UCS-D), Cisco Prime Service Catalog (PSC), Cisco Process Orchestrator (CPO), Cisco UCS Performance Manager (UCSPM), Cisco UCS Manager (UCSM), Cisco UCS Central (UCSC), Cisco Cloud Center (CCC), Cisco Prime Data Center Network Manager (DCNM), and other future Cisco infrastructure and Software Products for Hybrid Cloud and IT Automation.

2.3.   Cisco Collaboration Services

Cisco Collaboration Services provide support for the following technologies:

Technology	Description
Unified Communications	Unified Communications (UC) technology-aligned Services support Cisco Collaboration Product families and technologies that may include, but are not limited to, call control, voicemail, instant messaging and presence, analytics and reporting, emergency response, mobility, and endpoints.
Video Collaboration	Video Collaboration technology-aligned Services support Cisco Collaboration Product families and technologies that may include, but are not limited to, call control, video conferencing, personal meeting rooms, analytics and reporting, room and immersive video endpoints, desktop video endpoints, personal video endpoints, video infrastructure, and video applications.

Customer Care	Customer Care technology-aligned Services support Cisco Collaboration Product families and technologies that may include, but are not limited to, call control, call routing, interactive voice response, scripting, omni-channel and self-Service Solutions, and analytics and reporting.
Cloud Meetings and Messaging	Cloud Meetings and Messaging technology-aligned Services support Cisco Collaboration Product families and technologies that may include, but are not limited to, on-premises and cloud conferencing, personal meeting rooms, analytics and reporting, cloud Collaboration platform and hybrid Services, and cloud instant messaging and presence.
Hosted Collaboration Solution	Hosted Collaboration Solution (HCS) technology-aligned Services support Cisco Collaboration Product families and technologies that may include, but are not limited to, hosted Collaboration provisioning and fulfillment, management, analytics and reporting, and Service assurance.

2.4. Cisco Security Services

Cisco Security Services provide support for the following technologies:

Technology	Description
Network Security	Network Security Services include, but are not limited to, Cisco Security Products and Solutions including next generation firewall and next generation Intrusion Prevention Systems (IPS). Services support all Products and Solutions, including Customer Networks and Networking technologies that are non-Cisco.
Cloud Security	Cloud Security Services include, but are not limited to, Cisco Cloud Security, including Cisco Umbrella®, and Cloudlock®. Services also support non-Cisco applications and Customer-developed applications.
Security Policy and Access	Security Policy and Access Services include, but are not limited to, Cisco Policy and Access Products, including Identity Services Engine (ISE) and AnyConnect® VPN. Services also support Customer-defined security policies and physical security defenses.
Advanced Threat	Advanced Threat Services include, but are not limited to, Advanced Threat Products and Solutions such as Cisco Advanced Malware Protection (AMP) technologies, Stealthwatch®, and Cognitive Threat Analytics. Services also support non-Cisco Security technologies that protect against advanced threats.
Tetration	Tetration technology-aligned Services support Cisco Tetration™ Clusters (39RU, 8RU, Cloud), Sensors (Software and Hardware) and Software Subscription Licenses.

2.5. Cisco Service Provider Mobility Services

Cisco Service Provider (SP) Mobility Services provide support for the following technologies:

Technology	Description
Packet Core Technology	Packet Core or Virtual Packet Core technology-aligned Services support Cisco 2G, 3G, and 4G Packet Core for the following solutions: • Cisco MME Mobility Management Entity • Cisco PGW Packet Data Network Gateway • Cisco SGW Serving Gateway • Cisco ePDG Evolved Packet Data Gateway • Cisco SGSN Serving GPRS Support Node Release 8
Mobility Policy and Access	Mobility Policy and Access technology-aligned Services support the Cisco Self-Optimizing Network (SON) and Cisco Policy Suite (CPS) Solutions. Cisco SON automates the engineering-intensive task of optimizing the Radio Access Network (RAN). It helps Customer with performance, dropped calls, and multiple technologies that comprise the RAN (across macro / micro cells).

	Cisco Policy Suite (CPS) is a policy management Solution that helps Customer create and deploy Services through an architecture that supports application-centric policy capabilities. CPS is a policy control platform that can be deployed across all access Networks. Cisco Prime Access Registrar (CPAR) is a RADIUS (Remote Authentication Dial-In User Service) server that enables multiple dial-in Network Access Server (NAS) devices to share a common authentication, authorization, and accounting database.

2.6. Cisco Service Provider Video Services

Cisco SP Video Services provide support for the following technologies:

Technology	Description
SP Video Infrastructure	SP Video Infrastructure technology-aligned Services support one or more end-to-end video Solutions: • Broadcast Video: Such as QAM-based broadcast and Switch Digital Video (SDV) • Video On-Demand (VOD): QAM-based VOD such as CDN and TSTV • IP Video: Such as cDVR, Linear Video (such as Broadcast Video), and OTT • IP VOD: IP-based VOD delivery to managed and unmanaged devices

2.7. Cisco Internet of Things (IoT) Services

Cisco IoT Services provide support for the following technologies:

Technology	Description
IoT Edge and Fog Compute	IoT Edge and Fog Compute includes, but is not limited to, Cisco Kinetic platform modules such as Gateway Management Module, Edge and Fog Processing Module, and Data Control Module.
Industrial Networking and Collaboration	Industrial Networking and Collaboration technology-aligned Services may include the following Cisco Industrial Products and technologies deployed within industrial environments such as manufacturing, oil and gas, and transportation: • Cisco Industrial Ethernet Series Switches • Cisco 800 Series Industrial Integrated Services Router • Cisco 900 Series Industrial Router • Cisco 1000 / 2000 Series Connected Grid Routers • Cisco 500 Series WPAN Industrial Routers • Cisco Aironet 1540 / 1560 / 1570 Series

2.8. Cisco Solution Services

Cisco Solution Services consist of Solution-aligned Services, supported Products, and technologies. The following Solution-aligned Services, supported technologies, and associated Deliverables will be specified in the Quote:

2.8.1. Cisco Network Services Orchestration Services

Cisco Network Service Orchestration Solution-aligned Services and supported Deliverables are based on the following supported technologies and Products:

Supported Technologies
Data Center Orchestration and Automation
Network Management and Orchestration

Supported Products
Cisco Network Services Orchestrator (NSO)

2.8.2. Cisco Software Defined Access (SD-Access) Services

Cisco SD-Access Solution-aligned Services and supported Deliverables are based on the following supported technologies and Products:

Architectures	Supported Technologies	Supported Products
Core Networking	Routing and Switching	Cisco Catalyst® 3650, 3850, 4500, 6800, 9300, 9400, and 9500 Cisco Nexus 7700 Cisco ASR 1000 Cisco ISR 4300 and 4400
	Wireless Networking	Cisco Wireless LAN Controllers Cisco Wave 1 and Wave 2 Access Points
	Network Management and Orchestration	Cisco Digital Network Architecture (DNA) Center
Security	Security Policy and Access	Cisco Identity Services Engine (ISE)

2.8.3. Cisco Software-Defined Wide Area Network (SD-WAN) Services

Cisco SD-WAN Solution-aligned Services and supported Deliverables are based on the following supported technologies and Products:

Architecture	Supported Technologies	Supported Products
Core Networking	Routing and Switching	Cisco vEdge Router Cisco ISR with vEdge Software
	Network Management and Orchestration	Cisco vManage, Cisco vSmart Controller Cisco vBond

2.8.4. Cisco SP Analytics and Assurance Services

Cisco SP Analytics and Assurance Solution-aligned Services and supported Deliverables are based on the following supported technologies and Products:

Supported Technologies
Network Management and Orchestration

Supported Products
Cisco Product families and technologies surrounding Service Orchestration, Operations Support Systems (OSS) / Business Support Systems (BSS), Service Assurance, Big Data Platforms (Open Source), Automation, Customer Experience Management, and Business Analytics and Data Monetization.

2.8.5. Cisco Virtual Packet Core Services

Cisco Virtual Packet Core Solution-aligned Services and supported Deliverables are based on the following supported technologies and Products:

Supported Technologies
Packet Core
Computing Systems
Data Center Switching

Supported Products
Cisco 2G, 3G, and 4G Packet Core for the following solutions: - Cisco MME Mobility Management Entity   - Cisco PGW Packet Data Network Gateway   - Cisco SGW Serving Gateway   - Cisco ePDG Evolved Packet Data Gateway   - Cisco SGSN Serving GPRS Support Node Release 8   - Cisco Ultra-M Solution
Cisco Unified Computing System C220, C240
Cisco Nexus 9000K (Nexus 9K), Cisco Network Convergence System 5500, Catalyst 2950

2.8.6. Cisco Expert Care Services

Cisco Expert Care Services provide a team of Cisco specialists familiar with the Customer environment to help support Customer's operations with issue resolution, process improvement, data insights, and recommendations to help Customer optimize operational efficiencies and business outcomes.

Note: Cisco Expert Care Services are purchased using a single Cisco Business Critical Services SKU (CON-AS-NW-OMS), which supports the following Deliverables, Architectures, Technologies, and Solutions:

The following Deliverables are supported by Cisco Expert Care Services. Descriptions of the Deliverables are located in the Cisco Business Critical Services for Operations Document:

Service Monitoring and Reporting	Incident Management
Cisco Platinum Learning Library	Problem Management – High-Touch Technical Support
Cisco Open Enrollment Training	Problem Management – High-Touch Engineering
Cisco Closed Enrollment Training	Operations Onsite Support
Asset Management	

The following are the supported Architectures, Technologies and Solutions for Incident Management and Problem Management Deliverables:

*Specific to Incident Management and Problem Management Architectures and Technologies Supported		
Core Networking	Routing and Switching	Next Gen Cable Access
	Optical Networking	Network Management and Orchestration
	Wireless Networking	

Data Center and Cloud	Computing Systems	Data Center Orchestration and Automation
	Storage Area Networking	
	Data Center Switching	
Collaboration	Unified Communications	Video Collaboration
	Customer Care	Hosted Collaboration Solution
Security	Network Security	Advanced Threat
	Security Policy and Access	Tetration
SP Mobility	Packet Core Technology	Mobility Policy and Access

Solutions and Technologies Supported	
Cisco Network Services Orchestration	Network Management and Orchestration
	Data Center Orchestration and Automation
Cisco Software Defined WAN (SD-WAN)	Routing and Switching
	Network Management and Orchestration
Cisco Network Function Virtualization Infrastructure	Routing and Switching
	Computing Systems
	Data Center Switching
	Data Center Orchestration and Automation
	Packet Core
Cisco Secure Agile Exchange	Routing and Switching
	Computing Systems
	Data Center Switching
	Data Center Orchestration and Automation
	Cloud Security

Exclusions

The following are not supported by Expert Care Services:

Technology	Not Supported
Advanced Threat	Cisco Stealthwatch
Core Networking	Cisco Meraki
Data Center and Cloud	• Cisco Application Centric Infrastructure (ACI) is supported only for Incident Management. • Problem Management for ACI is not supported. • Tetration

2.8.7. Cisco Network Function Virtualization Infrastructure (NFVI) Services

Network Function Virtualization Infrastructure (NFVI) Services are based on the following supported architectures, technologies, and Products.

Architectures and Technologies Supported:

Architectures	Technologies Supported	Products Supported
Core Networking	Routing and Switching	Cisco Network Convergence System (NCS) 5000 Series
Data Center and Cloud	Computing Systems	Cisco Unified Computing System™ (Cisco UCS®)
	Data Center Switching	Cisco Nexus 9000 Series
	Data Center Orchestration and Automation	Cisco Virtual Infrastructure Manager
SP Mobility	Packet Core	NFVI Virtual Packet Core technology-aligned Services support Cisco 5G for the following Products:
		Cisco MME Mobility Management Entity
		Cisco PGW Packet Data Network Gateway
		Cisco SGW Serving Gateway
		Cisco ePDG Evolved Packet Data Gateway
		Cisco SGSN Serving GPRS Support Node Release 8

2.8.8. Cisco Secure Agile Exchange (SAE) Services

Cisco Secure Agile Exchange (SAE) Services are based on the following supported architectures, technologies, and Products.

Architectures and Technologies Supported:

Architectures	Technologies Supported	Products Supported
Core Networking	Routing and Switching	Cisco Network Convergence System (NCS) 5000 Series
Data Center and Cloud	Computing Systems	Cisco Unified Computing System™ (Cisco UCS®)
	Data Center Switching	Cisco Nexus 9000 Series
	Data Center Orchestration and Automation	Cisco Cloud Service Platform (CSP) 2100 and 5000
		Cisco Virtualized Network Functions (VNFs)
		Specified Third-Party Virtualized Network Functions (VNFs) located at https://www.cisco.com/c/en/us/solutions/collateral/enterprise-Networks/enterprise-Network-functions-virtualization-nfv/nfv-open-ecosystem-qualified-vnf-vendors.html?dtid=osscdc000283
		Cisco Network Services Orchestrator (NSO)
Security	Cloud Security	Cisco Cloudlock

2.8.9. Cisco Managed Services Accelerator (MSX) Services

Cisco Managed Services Accelerator (MSX) Services are based on the following supported architectures, technologies, and Products.

Architectures and Technologies Supported:

Architectures	Technologies Supported	Products Supported
Core Networking	Routing and Switching Network Management and Orchestration	Cisco Network Convergence System (NCS) 5000 Series Cisco Network Services Orchestrator (NSO)
Data Center and Cloud	Computing Systems	Cisco Unified Computing System™ (Cisco UCS®)

3. Cisco Business Critical Services SKUS

3.1.   Cisco Architecture and Technology Services SKUS

Architecture	SKU Description	SKU
Core Networking	Cisco Core Networking Advisory Subscription Services	CON-AS-NW-ADV
	Cisco Core Networking Lab Validation Subscription Services	CON-AS-NW-VAL
	Cisco Routing and Switching Optimize Subscription Services	CON-AS-RS-OPT
	Cisco Optical Networking Optimize Subscription Services	CON-AS-ON-OPT
	Cisco Wireless Networking Optimize Subscription Services	CON-AS-WN-OPT
	Cisco Network Management and Orchestration Software Integration Subscription Services	CON-AS-MO-SID
	Cisco Next Gen Cable Access Optimize Subscription Services	CON-AS-CA-OPT
Data Center and Cloud	Cisco Data Center and Cloud Advisory Subscription Services	CON-AS-DC-ADV
	Cisco Data Center and Cloud Lab Validation Subscription Services	CON-AS-DC-VAL
	Cisco Computing Systems Optimize Subscription Services	CON-AS-CS-OPT
	Cisco Data Center Switching Optimize Subscription Services	CON-AS-DS-OPT
	Cisco Storage Area Networking Optimize Subscription Services	CON-AS-SN-OPT
	Cisco ACI Optimize Subscription Services	CON-AS-AC-OPT
	Cisco Data Center Orchestration and Automation Software Integration Subscription Services	CON-AS-OA-SID
	Cisco Tetration Optimize Subscription Services	CON-AS-TT-OPT
Collaboration	Cisco Collaboration Advisory Subscription Services	CON-AS-CO-ADV
	Cisco Collaboration Lab Validation Subscription Services	CON-AS-CO-VAL
	Cisco Unified Communications Optimize Subscription Services	CON-AS-UC-OPT
	Cisco Video Collaboration Optimize Subscription Services	CON-AS-VC-OPT

	Cisco Customer Care Optimize Subscription Services	CON-AS-CC-OPT
	Cisco Cloud Meeting and Messaging Optimize Subscription Services	CON-AS-MM-OPT
	Cisco Hosted Collab Solution Optimize Subscription Services	CON-AS-HC-OPT

	Cisco Security Advisory Subscription Services	CON-AS-SE-ADV
	Cisco Security Lab Validation Subscription Services	CON-AS-SE-VAL
Security	Cisco Network Security Optimize Subscription Services	CON-AS-NS-OPT
	Cisco Cloud Security Optimize Subscription Services	CON-AS-CW-OPT
	Cisco Security Policy Access Optimize Subscription Services	CON-AS-PA-OPT
	Cisco Advanced Threat Optimize Subscription Services	CON-AS-AT-OPT

	Cisco SP Mobility Lab Validation Subscription Services	CON-AS-MB-VAL
	Cisco SP Packet Core Optimize Subscription Services	CON-AS-PC-OPT
SP Mobility	Cisco Mobility Policy Access Optimize Subscription Services	CON-AS-MP-OPT
	Cisco SP Packet Core Software Integration Subscription Services	CON-AS-PC-SID
	Cisco Mobility Advisory Subscription Services	CON-AS-MB-ADV

SP Video	Cisco SP Video Optimize Subscription Services	CON-VAS-SV-OPT

	Cisco IoT Edge and Fog Compute Optimize Subscription Services	CON-AS-IE-OPT
Internet of Things	Cisco Industrial Networking and Collaboration Optimize Subscription Services	CON-AS-IN-OPT

3.2. Cisco Solution Services SKUS

Solution	SKU Description	SKU
Cisco Network Services Orchestration	Cisco Network Management and Orchestration Software Integration Subscription Services	CON-AS-MO-SID
	Cisco Data Center Orchestration and Automation Software Integration Subscription Services	CON-AS-OA-SID
Cisco Software Defined Access (SD-Access)	Cisco Routing and Switching Optimize Subscription Services	CON-AS-RS-OPT
	Cisco Wireless Networking Optimize Subscription Services	CON-AS-WN-OPT
	Cisco Network Management and Orchestration Software Integration Subscription Services	CON-AS-MO-SID
	Cisco Security Policy Access Optimize Subscription Services	CON-AS-PA-OPT

Cisco Software Defined Wide Area Network (SD-WAN)	Cisco Routing and Switching Optimize Subscription Services	CON-AS-RS-OPT
	Cisco Network Management and Orchestration Software Integration Subscription Services	CON-AS-MO-SID
Cisco SP Analytics and Assurance	Cisco Network Management and Orchestration Software Integration Subscription Services	CON-AS-MO-SID
Cisco Virtual Packet Core	Cisco SP Packet Core Optimize Subscription Services	CON-AS-PC-OPT
Cisco Expert Care	Cisco Expert Care Operations Management Support Subscription Services	CON-AS-NW-OMS
Cisco Network Function Virtualization	Cisco Routing and Switching Optimize Subscription Services	CON-AS-RS-OPT
	Cisco Computing Systems Optimize Subscription Services	CON-AS-CS-OPT
	Cisco Data Center Switching Optimize Subscription Services	CON-AS-DS-OPT
	Cisco Data Center Orchestration and Automation Software Integration Subscription Services	CON-AS-OA-SID
	Cisco SP Packet Core Optimize Subscription Services	CON-AS-PC-OPT
Cisco Secure Agile Exchange (SAE)	Cisco Computing Systems Optimize Subscription Services	CON-AS-CS-OPT
	Cisco Data Center Switching Optimize Subscription Services	CON-AS-DS-OPT
	Cisco Data Center Orchestration and Automation Software Integration Subscription Services	CON-AS-OA-SID
	Cisco Cloud Security Optimize Subscription Services	CON-AS-CW-OPT
Cisco Managed Services Accelerator (MSX)	Cisco Routing and Switching Optimize Subscription Services	CON-AS-RS-OPT
	Cisco Network Management and Orchestration Software Integration Subscription Services	CON-AS-MO-SID
	Cisco Computing Systems Optimize Subscription Services	CON-AS-CS-OPT

4. Limitations

4.1. Data Center Switching

- For Cisco Application Control Engine, the Design Review Deliverable under Services for Engineering is the only supported Deliverable.

4.2.   Optical Networking

- For supported Design Engineering Deliverables:
  - o Cisco Transport Planner is used as the Design plan of record.
  - o Limited to providing recommendations to the Network design.
- For supported Design Development and Design Change Support Deliverables, the following are not covered:
  - o Cisco Transport Design Generation and updates.
  - o Script reviews and recommendations, custom-developed objects, or code script support.
  - o Data Communications Network (DCN) determination of GNE locations, OSPF areas, IP addressing strategy and plan, Optical Service Channel (OSC) configuration.
  - o TDM timing primary and secondary source locations based on traffic demands and service Circuit types.
  - o Third-party applications, integrations, determination of requirements for systems integration of both the optical solution and Network Management.
  - o Reconciling of report data for determination of design requirements.
  - o Optical Systems BOM creation.
  - o OSS/BSS integration and SNMP trap determination.
  - o Design for circuit restoration routing.

4.3.   Compliance and Remediation

- For the following Compliance and Remediation Deliverables, the Platforms and OS types identified below are supported:
  - o Configuration Compliance and Remediation
  - o Software Compliance and Remediation
  - o Regulatory Compliance and Remediation

Cisco Platforms and Operating Systems Supported:

Cisco-Supported Platforms	Cisco-Supported OS
Cisco CRS, XRS	Cisco IOS® XR
Cisco ASR 1k, 9k	Cisco IOS
Cisco ISR 1, ISR 2	Cisco NX-OS
Cisco Nexus 1k, 2k, 3k,5k, 7k, 9K	Cisco IOS-XE
Cisco 6xxx, 7xxx	Cisco ASA
Cisco Catalyst 29xx, 3xxx, 49xx, 6xxx	
Cisco Wireless Access Point	
Cisco Network Convergence System	
Cisco Wireless LAN Controller 2500, 3500, 5500, 8500	
Cisco ASA 5000 Series	

Non-Cisco Platforms and OS Supported:

Company	Operating Systems	Platforms Supported
Adtran	AOS	Adtran – NetVanta 3200
Alcatel	SROS	Alcatel 7750 Services Routers
Alteon	AlteonOS	Alteon Application Switch 2208
Arista	EOS	Arista 7050 Switches
Aruba	Aruba OS	Aruba Wireless Line Controller

BoSS	BoSS	BS470-48T, ERS4550T, BS551048T
Checkpoint	IPSO GAIA	Checkpoint Firewall IPxxx
Extreme	EXOS	Extreme Summit Switches
Forti	FortiOS	Forti – Analyzer 60D, Manager
F5	TMOS	F5 – VIPRION C2400 Series, BIG IP
Huawei	VRP	Huawei S3328 Switches
Infoblox	NIOS	Infoblox 1552-A
Juniper	JunOS	Juniper - M Series, SRX240 Services Gateway, EX2200
	ScreenOS	Juniper Netscreen SSG5 Firewall
NetScaler	NetScalerOS	Citrix NetScaler, NetScaler SDX

4.4.   Cisco Expert Care Services

- The Deliverables provided by Cisco Business Critical Services Expert Care Service are only available when all Products in Customer's Network are supported through a minimum of core Services such as Cisco Smart Net Total Care™/ SP Base, Software Support Services (SWSS), or Solution Support.
- Cisco Business Critical Services Expert Care Service is not available on Products in Customer's Network supported by Partner Support Service (PSS).
- Cisco Expert Care Service does not provide support or escalations for Solution Technology Partner or Third Party Products.

4.5.   Security Incident Response Retainer

The following limitations apply to the Security Incident Response Retainer and Security Incident Response Retainer Enhanced Service:

- Given the variety of situations and issues that may be encountered, incidents may require a variety of Services to complement this Service. For example, incidents may require specialized tools to provide deeper visibility or access into the Network. Other limitations include:
- There is no guarantee that root cause analysis will result in a root cause being identified or confirmed for an incident.
- Reasonable efforts will be made to provide conclusive findings and an issue resolution plan.
- Incident Response Services can provide insight into deficiencies of an Incident Response strategy and a plan for resolving an incident; however, executing the plan may require follow-on Services.
- Proactive Service needs to be requested and scheduled at least ninety (90) days before the end date of the subscription contract.
- Work may occur after Standard Business Hours, as determined by Cisco.
- Cisco will use commercially reasonable efforts to have personnel start travel to Customer's location within 24 hours after receiving the written request, if visas and/or other travel requirements are not needed. If visa and/or special travel requirements are needed, Cisco personnel will continue to work remotely while travel arrangements are being made (e.g. applying for visa).
- Cisco reserves the right to refuse travel to any location that is in Cisco's reasonable opinion is unsafe, unlawful, or may require a forced intellectual property transfer by Cisco.

5. Additional Responsibilities

In addition to the responsibilities described in the How Cisco Provides Services document, Cisco and Customer will be responsible for the following:

5.1. Platform Insights and Software Lifecycle Management

5.1.1. Delivery Types

Platform Insights and Software Lifecycle Management Deliverables consist of reports and features provided through the following three (3) delivery types:

Delivery Type	Description
Type 1	Manual or Cisco Data Collection Tool-Delivered Reports: Information is collected and analyzed, and report(s) of the findings and recommendations are produced using one or more of the following delivery methods: • Cisco Data Collection Tools • Cisco Software Risk Analysis Tool • Third-party tool(s) • Questionnaire and/or worksheet
Type 2	Cisco-Hosted Analytics and Expert Delivered Features and Reports: Information is collected from Cisco Data Collection Tool and analyzed, and ongoing actionable insights and recommendations are delivered by Cisco using Cisco Cloud Hosted Analytics and other tools for reports. On-exception basis and at Cisco's option, Customer personnel may be provided access to Cisco Hosted Analytics tools and portals.
Type 3	Cisco OnPrem Tool Delivered Reports: Information is collected from Cisco OnPrem Analytics and Insights Tool and analyzed, and report(s) of the findings and recommendations are produced.

5.1.2. Delivery Type Applicability

For the above Deliverables and Delivery Types, refer to the Cisco Business Critical Services for Operations, which provides details on the reports, features, and supported technologies.

For each Platform Insights and Software Lifecycle Management report and/or feature purchased, the Quote will specify the Delivery Type (e.g., Type 1, Type 2, or Type 3) and the supported technology.

5.2. Learning Library

The following Customer responsibilities apply to Technical Knowledge Library (TKL) and Cisco Platinum Learning Library (CPLL):

- Security, Network connection, IP address assignment, and any required firewall or Access Control List changes required on Customer's Network in order for end users to access the portal.
- Testing access to the portal interface.
- Provide onboarding information as follows: contact name, title, address, telephone number, and email address of primary and secondary team lead, email IDs, and name of the Authorized Viewers who will need access to the portal.
- Specific to TKL: Install the Digital Rights Management (DRM) Software on as-needed basis, which allows viewing the DRM-protected content on the portal.
- Notify Cisco of any technical support requests or troubleshooting issues related to the Learning Library Services by sending an email to the following Cisco team:
  - TKL submit to tkl-support@cisco.com
  - CLL submit to ask_cpll@cisco.com

5.3. Technical Assistance Center

The following Customer responsibilities apply to Technical Assistance Centers:

- Customer's technical assistance center shall maintain centralized Network Management for its Network supported under this Service Description, capable of providing Level 1 and Level 2 support.
- Customer shall promptly notify Cisco of any known issues, recent outages, and/or Cisco TAC case escalations.
- Customer is responsible for proactively opening any cases with vendor's technical assistance center before or during a change window (e.g., Cisco TAC).
- Perform diagnostics with vendor's technical assistance center (e.g. Cisco TAC) prior to contacting Cisco Network Consulting Engineer for support.
- Provide access to any information required by vendor's technical assistance center to troubleshoot and resolve an issue; vendor's technical assistance center is responsible for the resolution and closure of all cases.
- Designate person(s) from within its technical support organization to serve as a liaison to the Cisco-designated Engineer and provide these person(s) with instructions on the process and procedure to engage the Cisco-designated Engineer.
- Complete list of contacts, job descriptions, roles and responsibilities, policies, and procedures for Customer's incident handling and escalation process.

6. Cisco Expert Care Services - Service Level Agreement (SLA)

This section sets forth the terms and conditions related to Service Level Agreement (SLA) that is a part of Cisco Expert Care Services. The conditions under Section 6.5 (Conditions) must be met for Cisco Expert Care Service Level Agreement.

The following Cisco Expert Care SLAs are included:

- Response Time SLA
  - Measures Cisco Expert Care Service Response time performance and sets defined response time target for Severity 1 and Severity 2 cases.
- Restoration Time SLA
  - Measures Cisco Expert Care Network restoration time and sets defined restoration times for Severity 1 and Severity 2 cases.

If previous SLAs are in place between the parties for Response Time and Restoration Time (Existing SLAs) and Customer renews with a comparable level of Cisco Service capabilities including Cisco Expert Care Services, then the terms of the Existing SLAs shall control, provided that such Existing SLAs are contained within a current signed agreement.

Exclusion specific to Cisco Classified Network Support Service:

Cisco Expert Care Service Level Agreement is not available for Cisco Business Critical Services Classified Network Support Service defined under Section 2.5 of Cisco Business Critical Services for Operations.

6.1. Purpose

The purpose of the Cisco Expert Care SLA is to help the parties monitor and evaluate Cisco's performance of its obligation in responding to the Customer and assisting the Customer to resolve Severity 1 and Severity 2 Service requests related to Products covered by this SLA. As described in more detail, the parties expect to meet Response Time and Restoration Time performance objectives in more than 95% of such Service requests, respectively.

6.2. Definitions

Defined Term	Meaning

"Commencement Date"	The date on which the first Measurement Period begins, which will be the first day of the calendar month following Cisco's acceptance of the purchase order which must comply with the required Deliverables set forth under Section 6.5 (Conditions).
"Measurement Period"	Each non-overlapping three (3) month period after the Commencement Date.
"On Time Service Event"	A Service Event in which: (i) the Response Time is within the Response Time Obligation, or "(ii) the Restoration Time is within the Restoration Time Obligation.
"On Time Percentage"	The ratio between: (i) the number of On Time Service Events during a given Measurement Period to (ii) the number of total Service Events during the same Measurement Period, multiplied by 100.
"Response Time"	For a Service Event means the time period commencing upon creation of a TAC Service request and ending when the Cisco Engineer has contacted a Customer representative.
"Response Time Obligation"	Response Time of 15 minutes or less for Severity 1 Service Events and 30 minutes or less for Severity 2 Service Events.
"Restoration Time"	For a Service Event means the time period commencing upon creation of a TAC Service request and ending when Cisco provides the technical information which, when implemented, will restore the Cisco Product to a satisfactory, usable level of functionality.
"Restoration Time Obligation"	Is a Restoration Time of four (4) hours for a Severity 1 Service Event, and eight (8) hours for a Severity 2 Service Event. The metrics associated with any Third Party Product as defined in the applicable Cisco Service Description, or with Cisco's delivery of a Field Replaceable Unit (FRU) or Field Engineer (FE), are not covered by this Restoration Time Obligation.
"Service Credit"	The amount in U.S. dollars that Cisco will provide to Customer as a credit toward future purchases in the event that Cisco fails to meet the Response Time or the Restoration Time On-Time Percentage for a given Measurement Period, as set for in Section 6.5 (Conditions).
"Service Event"	A Customer contact with Cisco Expert Care resulting in the creation of a Severity 1 or Severity 2 TAC Service request as defined in Cisco's standard Severity and Escalation Guidelines.
"SLA Product List"	The list of Cisco Products that are subject to this SLA, as set forth in Service contract, and supported by the required Deliverables under Section 6.5 (Conditions).

6.3. Responsibilities of Cisco

Cisco Responsibilities under this SLA are as follows:

6.3.1. SLA Product List

Cisco will update and maintain the SLA Product List.

6.3.2. Service Credits

Cisco will provide Service Credits to Customer, if applicable, within thirty (30) days of receiving Customer's written request per Section 6.5 (Conditions) below, provided however, such Service Credits will not be provided if other Service Credits are provided to Customer related to the occurrence that gave rise to the Service Credits being payable herein.

6.4. Performance Measurements and Service Credits

6.4.1. Procedure

- Following the end of each Measurement Period, Cisco will provide a report to Customer containing the Response Time and the Restoration Time calculations shown in Sections 6.4.2 (Response Time) and 6.4.3 (Restoration Time) below.
- Within thirty (30) days after receiving such report, Customer will request in writing the appropriate credits from Cisco in the event Customer has purchased the required Deliverables under Section 5.5 Conditions.

- Except for reporting described in subpart ⬚ of this Section 6.4.1 (Procedure), the entire section 5.4 only applies if Customer has purchased the Services directly from Cisco and does not apply if Customer has purchased the Services through a Cisco Authorized Reseller. Any credits applicable to Customer would be addressed under a separate agreement between Customer and the Cisco Authorized Reseller from whom Customer purchased the Services.

6.4.2.   Response Time

If there are at least twenty (20) Service Events during any Measurement Period and the On Time Percentage for Response Time during such Measurement Period is less than 95%, then Cisco will provide Customer a Service Credit equal to $500 multiplied by the number of Service Events that Cisco did not meet the Response Time Obligation below the 95% threshold.

For example, if the number of Service Events during a measurement Period is 300 and the number of On Time Service Event for Response Time is 265, then the Service Credit due to Customer during that Measurement Period is calculated as follows:

Example – Service Credit Calculation

- The 95% On Time Threshold = (300*.95) or 285 On Time Service Events
- Number of On Time Service Events below threshold = 285 less 265, or 20 Service Events
- Service Credit = ($500*20) or $10,000

If there are fewer than twenty (20) Service Events during a Measurement Period, then Cisco will provide Customer a Service Credit equal to $500 for each Service Event in which Cisco fails to meet the Response Time Obligation during that Measurement Period, excluding the first Service Event.

6.4.3.   Restoration Time

If there are least twenty (20) Service Events during any Measurement Period, and the On Time Percentage for Restoration Time during such Measurement Period is less than 95%, then Cisco will provide Customer a Service Credit equal to $1500 multiplied by the number of Service Events that Cisco did not meet the Restoration Time Obligation below the 95% threshold.

For example, if the number of Service Events during a Measurement Period is 30, and the number of On Time Service Event for Restoration Time is 25, then the Service Credit due to Customer during that Measurement Period is calculated as follows:

Example – Service Credit Calculation

- The 95% On Time Threshold = (30*.95) or 29 On Time Service Events
- Number of On Time Service Events below threshold = 29 less 25, or 4 Service Events
- Service Credit = ($1500*4) or $6,000
- If there are fewer than twenty (20) Service Events during a Measurement Period, then Cisco will provide Customer a Service Credit equal to $1500 for each Service Event for which Cisco fails to meet the Restoration Time Obligation during that Measurement Period, excluding the first Service Event.

6.4.4.   Service Credits

The Service Credits described in this Section will be Customer's sole and exclusive remedy and the entire liability under this SLA of Cisco and its suppliers for any failure to achieve the On Time Percentages set forth in this SLA.

- The maximum credits issued by Cisco to Customer under this SLA for any single Measurement Period will be 5% of the aggregate Service fees paid received by Cisco for the required Deliverables under Section 5.5 Conditions. The aggregate Service fee is the fee associated with following Description and SKU in the Quote:

Cisco Expert Care Operations Management Support Subscription Services	CON-NW-OMS

- In no event will the total quarterly Service Credits under this SLA and any other Service Level Agreement between Cisco and Customer exceed 5% of the aggregate quarterly fees paid by Customer to Cisco for all Services to be required to be purchased under Section 6.5 (Conditions) and such other Service Level Agreements for such period.

- The credits issued under this SLA may be applied by Customer only toward the purchase of Cisco Services during the twelve (12) month period following issuance. Credits may not be redeemed for any refund, used to set off any amounts payable to Cisco, or transferred to any other party.

6.5. Conditions

Cisco will be responsible for issuing Service Credits under this SLA only if all of the following conditions are met:

6.5.1.   Customer uses the Network in a manner consistent with published specifications, including its environmental specifications.

6.5.2.   Throughout the term of this SLA, Customer must comply with all the following:
- The Customer must maintain the minimum the required Deliverables for Cisco Expert Care Service Response Time and Restoration Time Services, which includes both of the following Cisco Business Critical Services for Operations Deliverables:
  - o Cisco Expert Care:
    - ▪ 2.3.7 Incident Management
    - ▪ 2.3.9a Problem Management- High-Touch Technical Support

6.5.3.   Customer notifies Cisco in writing ten (10) business days in advance of any Product on the SLA Product List that is to be modified, including upgrades or changes to components beyond the original configuration, and complies with Cisco's reasonable recommendations.

6.5.4.   Customer on a timely basis (i) provides Cisco with necessary personnel and physical access to Customer facilities and remote Network access to Products in the SLA Product List as needed, and (ii) implements Cisco's recommended changes, to enable Cisco to perform under this SLA.

6.5.5.   Customer initiates all Severity 1 and Severity 2 requests directly with the Cisco High-Touch Technical Support team via Cisco-provided phone number.

6.6. SLA Term and Termination

The term of this SLA is twelve (12) months from the Commencement Date. Notwithstanding any longer term of the Agreement to which this SLA is attached, the term of this SLA expires upon the earlier of (i) the expiration or termination of the Cisco Expert Care Services and required Deliverables specified under Section 6.5 (Conditions) or (ii) twelve (12) months from the effective date of this SLA. This SLA shall be renewable only upon written agreement signed by both parties. Notwithstanding the above, this SLA will terminate: (a) automatically upon expiration or termination of the Agreement, or (b) upon mutual written agreement by the parties.

6.7. End of Life

This SLA will cover Products beyond the End of Sale date only where Cisco and Customer have a mutually agreed plan executed in writing for the support and SLA coverage after such End of Sale. Under no circumstances does this SLA apply to any Product beyond the End of Support date.