NOTE: Effective August 10th, 2025, Cisco announced a rebranding of Cisco Software Support Service to Cisco Support.

- This Service Description is only applicable to Software Support Service contracts created prior to August 10th, 2025.

- For contracts created on or after August 10th, 2025, please refer to the applicable section(s) described in the Cisco Support Service Description for Services purchased after this date.

For Services purchased before this date, "Base Product-level support" and "Basic" will now be referred to as "Cisco Support – Standard" support, "Enhanced" will now be referred to as "Cisco Support – Enhanced" support, and "Premium" will now be referred to as "Cisco Support – Signature" support. While the branding has changed, the Services remain the same.

Service Description

Software Support Service

This Service Description is part of the Services Agreement (as defined in the Services Guide) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

Software Support service covers its associated Application Software sold as any of the following:
- On-premises perpetual Software license
- On-premises Software subscription license
- Software as a Service (SaaS) subscription for Software residing in the Cisco cloud

Note: Software subscription may be a hybrid which is a Software application that resides in both the Cisco cloud and on-premises or may offer the right to use the application in either a Cloud or on-premises Environment.

For each Application Software product, any subset of the following Software Support options may be available for purchase:
- Base Product-level support
- Basic
- Enhanced
- Premium

For an on-premises perpetual Software license, Software Support may be available for purchase for Software Support coverage. Software Support has the same service deliverables of the Software Support Basic option with Phone Support.

For an on-premises perpetual Software license, the Software Support option purchased with the license should be identified. If the option is not identifiable, the Basic option with phone support or Software Support is the default. The Enhanced option includes the deliverables of the Basic option. The Premium option includes the deliverables of the Enhanced and the Basic option.

For Software subscription licenses and Software as a Service subscriptions, a specific Software Support option is included. If the option is not identifiable, the base Product-level support option with online support is the default. Customer may purchase any available additional Software Support option to complement the included Software Support deliverables in that subscription. For a subscription that includes only the base Product-level support deliverables, the Enhanced option can be purchased for additional Enhanced deliverables. Alternatively, the Premium option can be purchased for additional deliverables described in the Enhanced and the Premium sections.

2. Cisco Responsibilities

Cisco will provide the Software Support according to the option selected on the Purchase Order of the Software Support for perpetual Software, subscription Software, or Software as a Service subscription for which Cisco has been paid the appropriate fee. The customer is entitled to the purchased Software Support until the end of the purchased term of the Software as a Service or Software subscription. Software Support for perpetual Software will not extend beyond the last day of support for perpetual licenses.

Cisco provides support for partner hosted and managed solutions only if the solution is deployed and offered in a manner consistent with the then-current, applicable program requirements, if any. Cisco may deny or cease providing support if the partner's solution does not or no longer meets the program requirements.

2.1 Base Product-level support

- Cisco TAC access for support and troubleshooting via online tools and web case submission only. Telephone case submission is not included with this option. Refer to Table 1 (Software Support Response Time) below for details.

- Access to Cisco.com. This system provides Customer with technical and general information on Cisco Products as well as access to Cisco's online Software Central library. Cisco may identify access restrictions from time to time.

- Application Software Updates:

    - Work-around solutions or patches to reported Application Software problems using reasonable commercial efforts for on-premises Software. For an Application Software patch for on-premises Software, a Maintenance Release for the Application Software experiencing the problem will be provided as follows: (a) download from Cisco.com (as available), or (b) shipment of Application Software on media such as CDROM using a nominated carrier. Requests for alternative carriers will be at Customer's expense. All perpetual Software will reach an end of sale date, including end of support, patch, and maintenance releases.

    - Major Release, Minor Release, and Maintenance Releases for on-premises Software. For Application Software that runs on Customer's premises or in a Customer controlled Environment, the Application Software releases and supporting Documentation are available on the Cisco.com Software Central (http://www.cisco.com/go/software) or on media such as CDROM, through the Cisco Product Upgrade Tool (PUT). Applicable supporting Documentation, if

available, is on Cisco.com and is limited to one (1) copy per release. Additional copies may be purchased.

- For SaaS: Any patches, Maintenance Release, Minor Release, and Major Release of the Application Software will be incorporated into the SaaS and Cisco will not provide as downloads to Customer.

2.2 Basic

- Cisco TAC access 24 hours per day, 7 days per week to assist by telephone or online tools/web cases with Application Software use and troubleshooting issues. Refer to Table 1 (Software Support Response Time) below for details. Support cases are prioritized over cases associated with base Product-level support option.

- Provide Maintenance Releases for Cisco IP Phones that are deployed in a covered Cisco calling Environment.

2.3 Enhanced

- Cisco TAC access 24 hours per day, 7 days per week to assist by telephone, or online tools with Application Software use and troubleshooting issues. Refer to Table 1 (Software Support Response Time) below for details. Support cases are prioritized over those associated with Basic option.

- Direct access to skilled engineer with solution level expertise.

- Multiproduct/multivendor support coordination.

- Entitlement for guidance for Smart Account structure setup and Software license activation.

- Configuration Support to provide advice and process guidance for maintaining consistency of the Application Software performance in the Customer's IT environment. Examples include:

  - Guidance for deploying Software Updates and migration.

  - Guidance for initial installation & deployment pertaining to Application Software.

- For Collaboration Flex Plan, configuration assistance for single sign on, directory integration, hybrid calendar, and proximity will be provided during the first ninety (90) days.

- All TAC cases submitted will be routed to a team of TAC experts for reactive case handling for Software issue resolution.

- Initial meeting to understand Customer's desired outcomes to define an IT and Infosec adoption plan.

- At Cisco's discretion, provide periodic technical status reviews:

  - Confirm the Customer's desired outcomes and suggest any updates to the IT and Infosec adoption plan.

- - Assess and recommend any changes to the Software configuration, settings, etc. and provide technical guidance with any ongoing Customer needs in alignment with desired outcomes.
    - Compare progress to date against goals.
    - Address limitations or influences related to IT and Infosec adoption plan.
    - Make recommendations on leveraging best practice guides, training, marketing material or suggestions for process changes to better achieve desired outcomes.

- Entitlement for support associated with integrating the Application Software into the Customer's IT environment, and also ongoing guidance to Customer's help desk personnel in providing internal support to users of the Application Software. Examples include:

    - Best practice training of Customer help desk personnel on processes and product features.
    - At Cisco's discretion, conduct periodic Cisco system risk evaluation for on-premises deployments.

- For Security, access to certain deliverables such as activation support, configuration guidance, and periodic technical status reviews may be provided digitally or by a technical resource depending on Customer's minimum spend. A minimum spend is set at each product level.

2.4 Premium

- Cisco TAC access 24 hours per day, 7 days per week to assist by telephone, or online tools with Application Software use and troubleshooting issues. Refer to Table 1 (Software Support Response Time) below for details. Support cases are prioritized over those associated with Enhanced option.

- Designated Service Management (DSM) of the covered products by a technical subject matter expert during local business hours

    - The DSM provides incident management, change management and escalation management. The DSM also facilitates and expedites resolution for Severity 1 and 2 cases based on Customer specific use cases.
    - The DSM assists in problem management by providing technical consultation for any work around or appropriate corrective action based on any available root cause analysis.
    - Periodic technical reviews: The DSM will conduct quarterly technical reviews on status and results of both technical and proactive support issues for the designated product offerings with reviews of overall operational performance.

- Entitlement for support under Designated Service Management which utilizes Customer information, such as Customer's Environment, software configuration, operation workflows, and IT and Infosec adoption plan to provide the following:

- Technical consultation for any operational safeguards against known issues and changes that may affect operations and availability of the Application Software.

- Consultation for planned product changes that may affect availability of Application Software or its feature set.

- Semi-annual consultation to help planning for upgrades, expansion and migration for any necessary deployment growth.

- Annual summary for case trend analysis, software configuration review and recommendation for any changes.

- Advanced entitlement for support for lifecycle management

  - At Cisco's discretion provide periodic technical status review as described in Enhanced.

  - Advanced support analytics: Customer Dashboard Report of Support Case Analysis for Severity 1 and 2 issues with best practices in reducing these types of Support Cases.

3. Customer Responsibilities

The provision of the Services by Cisco assumes that the Customer will facilitate Software Support Services as follows:

- Update support contract information to reflect the latest Major Release and Minor Release deployed on their premise.

- Make all reasonable efforts to isolate the Application Software problem prior to requesting support from Cisco and provide any hardware required to perform fault isolation.

- Acquire, install configure and provide technical support for Third-party Products, including upgrades required by Cisco or related Services; and for Network infrastructure, including, but not limited to, local and wide-area data Networks and equipment required by Cisco for operation of Application Software.

- Maintain Customer's entire Application Software implementation for configurable Application Software currently in use under the same Service option for Cisco to provide Services for any portion of Customer's Application Software implementation.

- Some capabilities for delivering on-premises services require the Customer to allow telemetry data to be shared with Cisco. The Customer must agree to this in order to have the services delivered. This data will only be utilized for purposes of providing the service.

In addition, the provision of the Enhanced and Premium, Cisco assumes that Customer will facilitate Software Support Services as follows:
- To perform analytics on consumption data to help improving feature usage, Customer will provide consumption information via any mutually agreed method.

- Designate Software users, IT administrators, and help desk personnel to attend and participate in training and support process reviews, when applicable.

- Customer's designated Software users will complete any necessary training made available

by Cisco that are recommended for the Products purchased by Customer.

- Advise Cisco of its standard operating procedures related to its business practices, its internal operational nomenclature and Environment to allow Cisco to discuss cases with Customer in the context of Customer's business environment.

- Maintain the entire Software implementation for each technology in use under the same Software Support option for Cisco to provide Services for any portion of the Software implementation.

- Cisco Webex Meetings customers with Enhanced or Premium who are under the Cloud Connected Audio Service Provider Partner offer acknowledge and authorize that, if all necessary agreements are in place with partners, Cisco will disclose Customer information to the Cisco Cloud Connected Audio Service or Webex audio partner for the purposes of Cisco-led case coordination.

Software Support Response Time Objectives

Response time is defined as the time from when a case has been submitted in the case management system by Customer to the time when a support engineer has made contact regarding the issue reported in the case. The following table outlines the objectives that Cisco strives to achieve to respond to submitted cases based on their case Severity Level. In some cases, the assigned cases severity may be adjusted to align with the Software Support Severity Guidelines (see the Services Guide for definitions of Severity Levels).

Table 1. Software Support Response Time

Software Support Service	Technical Support Coverage	Response Time Objective for Case Severity 1 or 2	Response Time Objective for Case Severity 3 or 4
Base Product-level support	Online	Not Available	Response within Next Business Day during local Standard Business Hours
Basic	24x7 via Online & Phone	Response within 1 hour	Response within Next Business Day
Enhanced	24x7 via Online & Phone	Response within 30 minutes	Response within 1 hour*
Premium	24x7 via Online & Phone	Response within 15 minutes	Response within 1 hour*

*For Severity 3 and Severity 4 calls received outside of Business Hours, Cisco will respond within the Next Business Day (NBD).