

## Cisco Severity and Escalation Guidelines

When you are submitting a problem to Cisco, assign a Severity Level as follows:

**Table 1.** [Severity Levels](#)

Severity Level	Description
Severity 1	Critical impact on the customer's business operations. Cisco's hardware, software or as a service product is down.
Severity 2	Substantial impact on the customer's business operations. Cisco hardware, software or as a service product is degraded.
Severity 3	Minimal impact on the customer's business operations. Cisco hardware, software or as a service product is partially degraded.
Severity 4	No impact on the customer's business operations. The customer requests information about features, implementation, or configuration for Cisco's hardware, software, or as a service product.

For Cisco to work to resolve Your problem, You need to be available to provide the resources and information requested at the corresponding Severity Levels. If You do not believe that adequate problem resolution progress is occurring, You may escalate the problem to the on-shift duty manager.

Cisco will work to resolve problems as follows for the corresponding Severity Levels:

- Severity Level 1: Full-time resources
- Severity Level 2: Full-time resources during Standard Business Hours
- Severity Level 3: Resources during Standard Business Hours
- Severity Level 4: Resources during Standard Business Hours to provide information