



## Service Description of SP Base Support

This document describes SP Base Cisco Services which you the "End-User" have purchased (and Cisco will be providing) either directly from Cisco or through a Cisco Authorized Channel. It should be read in conjunction with the following documents posted at [www.cisco.com/go/service-descriptions](http://www.cisco.com/go/service-descriptions): (i) the Glossary of Terms, (ii) the Priority and Escalation Guideline and (iii) the list of Services not covered. This document is for description purposes only. It is not a contract and does not create any rights or obligation for you or for Cisco. The contract, if any, governing the provision of Cisco Services shall be either: (a) the one signed by you and Cisco if you are purchasing the services directly from Cisco or (b) the one between you and the Cisco Authorized Channel.

SP Base Services are not available for resale by an Authorized Channel and can only be purchased directly from Cisco.

### SP Base

#### Cisco Responsibilities:

- Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist with Product use, configuration and trouble shooting issues and access to Cisco.com. Cisco will respond within thirty (30) minutes for Severity 1 and Severity 2 calls and within one (1) hour for Severity 3 and Severity 4 calls received during Standard Business Hours. For Severity 1 and 2 calls received outside Standard Business Hours, Cisco will respond within one (1) hour and for Severity 3 and 4 calls received outside Standard Business Hours, Cisco will respond no later than the next Business Day.
- Manage problems according to the [Cisco Severity and Escalation Guideline](#).
- Access to Cisco.com. This system provides End User with helpful technical and general information on Cisco Products as well as access to Cisco's on-line Software Center library. Please note that access restrictions identified by Cisco from time to time may apply.
- Work-around solutions or patches to reported Software problems using reasonable commercial efforts. Cisco will either make available a Software patch from the Cisco.com Software Center ([www.cisco.com/software](http://www.cisco.com/software)) or ship a Maintenance Release to End User for the Product experiencing the problem.
- Updates where available and where End User requests these for supported Software.

- If a Feature Set Upgrade is licensed, End User will be entitled to Updates (subject to anything to the contrary contained in this document or the Agreement) at the upgraded level for the licensed Hardware.
- Software releases and any supporting documentation will be made available from the Cisco.com Software Center ([www.cisco.com/software](http://www.cisco.com/software)) or on physical media such as CDROM. Applicable supporting documentation, if available, is limited to one copy per Software release. End User can, however, purchase additional copies from Cisco.
- Assist End User by telephone, facsimile or electronic mail (for information related to Product use, configuration and troubleshooting).

#### End User Responsibilities:

- Provide a priority level as described in the [Cisco Severity and Escalation Guideline](#) for all the calls End User place.
- Comply with the terms of the Cisco Software license attached to the Software or in the absence of such terms by the license posted at [http://www.cisco.com/en/US/products/prod\\_warranties\\_item09186a008025c927.html](http://www.cisco.com/en/US/products/prod_warranties_item09186a008025c927.html)
- Provide, at End User's expense, reasonable access to the Product through the Internet or via modem to establish a data communication link between End User and the Cisco TAC engineer and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.
- Use the latest release of Software, where Cisco advises End User that this will correct a reported Software problem.
- Provide thirty (30) days Notice to Cisco of any requested addition(s) to End User's Equipment List.
- Notify Cisco, using Cisco.com, of Product on the Equipment List which End User has moved to a new location within thirty (30) days of such relocation. Please be aware that the Services will be provided to End User beginning thirty (30) days after receipt of End User's notification. Cisco will also need End User to notify Cisco of any modification to the Product and configuration including upgrades or changes to FRUs not in the original configuration within five (5) days of such modification.

- Provide current shipment contact information as follows: contact name, title, address, telephone number, e-mail address and fax number.
- When requested provide Cisco with a list of all personnel that End-User has authorized to contact Cisco or access Cisco.com for Services and to download Software from Cisco.com or Cisco's PUT. End User is responsible for reviewing the list on an annual basis and adding or removing personnel as necessary.
- Provide valid and applicable serial numbers for all Product problems and issues reported to Cisco or where End User is seeking information from Cisco in connection with Product use. Cisco may also require End User to provide additional information in the form of location of the Product, city location details and zip code information.

