



## Service Description: Developer Services Program Support Services

This document describes Cisco's Developer Services Program Support Services.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/): (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

**Direct Sale from Cisco.** If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA), Advanced Services Agreement (ASA) or equivalent services agreement executed between you and Cisco. All capitalized terms not defined in the Supplemental Glossary of Terms for Developer Services Program Support Services at the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco. If not already covered in your MSA or equivalent services agreement, this document should be read in conjunction with the Related Documents identified above. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

Cisco shall provide the Developer Services Program Support Services described below as selected and detailed on the Purchase Order and Order Form for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote on the Order Form.

### Developer Services Program Support

#### Cisco Responsibilities:

##### Technical Support

- Provide support via CCO, telephone, or electronic mail, as appropriate, during Cisco Standard Business Hours. Support outside of Cisco Standard Business Hours can be provided on a Case by Case basis as agreed by Cisco, subject to Cisco's then current rate.
- Provide access to engineers ("Developer Services Engineers") familiar with SDP, who will provide support and basic problem resolution services to Customer and respond to Customer's requests in accordance with Cisco's Developer Services Problem Severity Guideline shown below. Case resolution time for Customer developers located outside North

America may be longer as a result of engaging Cisco subsidiaries outside of North America in the escalation process. Upon request, Cisco will access Customer's system via remote dial-in to analyze problems. Customer hereby authorizes such access. This is done with Customer's permission only, and Cisco personnel will access only those systems authorized by Customer. Cisco may provide Customer with software to assist with problem diagnosis and/or resolution. Such software is the property of Cisco and will be returned to Cisco promptly upon request.

- Provide Customer with limited access to CCO.
- Cisco may open, but will not work on Cases outside of Standard Business Hours.
- Provide Customer with a method for communication of additional Case information for Supported Developer Products problems encountered by Customer.
- Create Bug Fixes available to Customer. Instruction for retrieving Bug Fixes may be obtained from Cisco Developer Engineer. If the electronic medium does not work for Customer, Customer may request that fixes be sent by next day delivery service or some other shipment medium.
- Visit Customer facility to attend planned meetings, perform information gathering and provide problem resolution consistent with the Base Support Option selected. On-site visits have a per day charge, subject to a maximum number of days agreed by Cisco.
- Customer may request on-site emergency support as a separate and distinct billable service, the fee for which shall represent Cisco's then current pricing. On-site emergency support is at the discretion of Cisco and is subject to Cisco resource availability, and the tasks performed will vary based on the situation, environment, and business impact of the problem.
- If available, Cisco will conduct standard training classes to provide Customer with foundational knowledge of Supported Developer Products. Pricing for such training shall be at the then current published Cisco pricing.
- For those SDPs that do not have a formal training program available, Cisco may conduct customized

training to provide Customer a detailed understanding of the specific interface applications and available Cisco products. Pricing for such training shall be determined by Cisco per Customer training requirements. Price quotes for custom training are available upon request.

- Customer acknowledges that Cisco will use Customer feedback and technical information for problem resolution, internal troubleshooting, product enhancements and fixes to the SDP and Customer agrees that Cisco and its subcontractor(s) own all intellectual property rights and other proprietary rights in and to the SDP Documentation and Services, together with any enhancements, modifications derivatives and improvements to the SDP, Documentation and Services, provided hereunder.

#### Customer Responsibilities:

The provision of the Service assumes that Customer will:

- Will pay Developer Service fees in accordance with the P.O. and Order Form.
- Provide appropriately qualified staff to work with Cisco Developer Service Engineers.
- Provide Cisco with sufficient information to attempt to resolve the issue. Information may include a brief description of the issue being reported, issue classification, date upon which the issue was first encountered, date the issue is being reported, manner in which the issue was isolated and reproduced, and, if available, provide the test program that exhibits the issue.
- Escalate issues to Cisco pursuant to Cisco's Developer Services Problem Severity Guideline shown below. Customer is responsible for setting the initial Severity of a Case and can request a change in Severity at any time. Cisco has final decision of the severity assigned.
- Provide internal escalation process to facilitate communication between level in Cisco and Customer as appropriate, including personal contact list.
- Provide feedback on any Supported Developer Product and potential fixes, which may be incorporated into the Supported Developer Product at Cisco's sole discretion.
- Provide Cisco access to Customer developed software as needed to resolve Supported Developer Product Cases reported by Customer.
- Provide, upon Cisco's request, an appropriate quantity of Customer Product to Cisco, for Cisco's use in providing Support to Customer. Inability of Cisco to access Customer software will result in delay of support and/or the inability to resolve the case.
- Upon mutual agreement of the parties, Customer will facilitate access to Customer software or affected Customer Products such that problems may be diagnosed remotely via the Internet or via modem access.
- Customer may log, monitor, and update Cases electronically via CCO.

#### Services Not Covered

In addition to those Service Not Covered posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/), the following are not supported under the Developer Services Program Support Services:

- Any customization of the SDP, porting of the SDP, or labor to install the SDP.
- Any Hardware or Software Customer may need to acquire that is related to this Agreement.
- Support or replacement of Product or SDP that are altered, modified, mishandled, destroyed or damaged by natural causes or damaged due to a negligent or willful act or omission by Customer other than as specified in the applicable Cisco-supplied documentation.
- Services to resolve Product or SDP problems resulting from third party products or causes beyond Cisco's control.
- Any support, upgrade or maintenance for the Product, excluding the SDP.
- Services for non-Cisco development tools or any non-Cisco software installed in the Product.
- Any Hardware upgrade required to run new or updated SDP.
- Customer acknowledges that it is not entitled to support on Cisco products not covered under this Agreement. Support for Cisco products is covered under separate service maintenance agreements.

#### Glossary of Terms for Developer Services Program Support Services

The following terms, as defined below, apply solely to this Service Description:

**Bug Fix** means any modification or revision to the Supported Developer Product (SDP), other than an Enhancement, that corrects an error or provides other incidental corrections.

**Case** means a single support issue and the reasonable effort(s) needed to resolve it such as technical assistance provided by Cisco personnel to Customer regarding questions, clarifications, problems, Bug Fixes, status of Case and escalation of Case with respect to the SDP. A single support issue cannot be broken down into subordinate issues. If a Case consists of multiple issues, each subordinate issue shall be considered a separate Case. A Case may require multiple telephone calls and off-line research to achieve final resolution. Cisco has the right to close a Case if Cisco determines: a) the Case is not a problem but an enhancement request; b) the Case is not a problem but an inherent feature of the product; or c) a workaround was provided for resolution.

**Documentation** includes, but is not limited to, programmer guides, CDs, manuals, materials, and information appropriate or necessary for use in connection with the SDP.

**Enhancement** means a change, addition or new release, other than Bug Fix to the SDP that adds new functions or features, or improves functions or performance by changes to system design.

**Hardware** means either tangible Customer Product or other tangible product previously purchased by Customer from Cisco.

**Order Form** is a Cisco provided document identifying the type and prices of Services. The Order Form shall have a unique reference number and is incorporated into this Agreement by reference.

**Product** means a single Customer product in which the SDP has been integrated.

**Services** means the Developer Services Program Support Services provided herein.

**Supported Developer Products ("SDP")** means a Cisco product or technology which may include object code, software libraries, application programming interfaces ("API"), software tools, sample source code, published specifications and documentation.

**CASE SEVERITY DEFINITIONS:**

**Severity 1 (P1)** - Critical issue with severe impact to Customer's business operation. Customer's business operations are proceeding but production and/or profitability will be severely affected within several days. A major feature of the SDP is unusable/ or has caused irreparable loss of data. Development may be halted.

**Severity 2 (P2)** - Time sensitive issue with negative impact to Customer's business operation. Significant aspects of Customer's business are still proceeding but issue may affect long-term productivity. A major feature is operational but unstable or unreliable. Development can be continued.

**Severity 3 (P3)** - An issue with insignificant impact to Customer's business operation. Most operations remain functional with little impact over time. A major feature requires enhancements or fixes that are targeted for updates but do not result in loss of functionality.

**Severity 4 (P4)** - Information or assistance is required on SDP capabilities or documentation. There is clearly little or no impact to the Customer's operation. Issue requires no further action beyond possibly follow-up.

**RESPONSE GUIDELINE**

	Severity 1	Severity 2	Severity 3	Severity 4
Initial Response	4 Hours	1 Day	1.5 Days	2 days

**Cisco's Developer Services Cisco Problem Severity Guideline**

To ensure that all problems are reported in a standard format, Cisco has established the following problem severity definitions. Customer must assign a severity, in accordance with the Case priorities defined below, to all Cases submitted to Cisco. Cisco will make reasonable commercial efforts during standard business hours to resolve Cases.