



Service Description: Cisco Focused Technical Support Services

This document describes Cisco Focused Technical Support Services.

Related Documents: This document should be read in conjunction with the following documents also posted at 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) or equivalent services agreement executed between you and Cisco. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Focused Technical Support Services at the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

Sale from Cisco Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Focused Technical Support Services at the end of this document have the meaning ascribed in the Glossary of Terms at the above URL.

This Cisco Focused Technical Support Service is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network are supported through a minimum of core services such as Cisco SMARTnet / SP Base and Software Application Services, as applicable. Cisco shall provide the Cisco Focused Technical Support Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services that Cisco shall provide and the period during which such Services shall be provided. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Cisco Focused Technical Support Services

Service Summary

Cisco Focused Technical Support Services are available in three service levels that offer increasingly personalized attention and service. Each service level extends the coverage of the previous level.

- Cisco High-Touch Operations Management Service
- Cisco High-Touch Technical Support Service
- Cisco High-Touch Engineering Service

Cisco Responsibilities

Cisco shall provide the following during Standard Business Hours (unless otherwise stated):

- **Cisco High-Touch Operations Management Service.**
 - Designate an individual ("High-Touch Operations Manager") to act as the primary non-technical liaison point of contact to provide Deliverables and Activities. The quantity, delivery frequency of the Deliverables, and efforts for ongoing Activities will vary depending on Customer requirements and what Customer and Cisco mutually agree upon when Services are purchased.
 - Service Request Escalation Management: High-Touch Operations Manager will facilitate problem resolution on a reactive basis for technical issues reported to Cisco by Customer and help Customer determine if appropriate resources are being applied to technical issues reported.
 - Periodic Conference Calls: High-Touch Operations Manager will conduct regularly scheduled conference calls with Customer to discuss operational TAC issues, track open cases and report progress on resolution of open cases.
 - Base Reporting Package: High-Touch Operations Manager will provide standard Weekly, monthly, quarterly reporting to Customer.
 - Quarterly Operations Data Analysis: High-Touch Operations Manager will conduct quarterly discussion with Customer on Deliverables and Activities to review alignment with Customer

business objectives. Can include reactive support contract usage, case statistics, quality issues, overall case analysis (by product type, case priority, etc.), Network analysis and Return Materials Authorization (“RMA”) trending.

- **Optional Bundles - Regularly Scheduled Deliverables and Activities.** Together with the base High Touch Management Services above, Cisco will provide the optional services described below and as selected by Customer. Deliverables and Activities described below are available individually, in a grouping of two of the optional bundles or in its entirety. Customer may not select greater than two optional bundles unless all of the optional bundles have been selected.

- **Extended Operational Analysis of Critical Issues:** Cisco will perform operational data analysis, on critical issues by identifying Customer knowledge gaps and operational abnormalities/gaps. Cisco will provide recommendation and identify possible solutions that Customer may elect to implement to help close knowledge and system quality gaps.
- **Major Customer Event Notifications:** At Customer request notify TAC, and the Cisco engineer familiar with Customer’s Network, if High-Touch Engineering has been ordered, of any planned Event by pre-opening case and alerting TAC of relevant information related to the scheduled Event, not to exceed two (2) Events per month.
- **EFA Coordination and Reporting:** Coordinate the return of parts requiring a failure analysis and communication on the status to the Customer. Regular reporting, status, and escalation assistance provided.
- **Asset Recovery Reporting:** Coordinate the relationship and communication between the Customer and Cisco’s asset recovery. Reporting and reconciliation of outstanding parts delivered through RMA. Facilitate process of Customer credit as applicable.
- **Contract Reconciliation Reporting:** High-Touch Operations Manager will collaborate with other teams within Cisco to review service contract to understand if parts and sites are listed in the Customer service contract under the appropriate service level for improved entitlement.
- **Service Delivery Level Reporting:** Provide reporting focusing on delivered service levels.
- **Knowledge Transfer and Mentoring:** Provide informal instructional sessions on troubleshooting tools, and processes during Cisco’s onsite visits.

- **Cisco High-Touch Technical Support Service.** Customer must have Cisco **High-Touch Operations Management Service** across entire Network in order to purchase Cisco High-Touch Technical Support Service. Under this option, Cisco shall provide the following Services, where available, on a twenty-four (24) hours per day, seven (7) days per week basis:

- **Case Tracking and Trouble shooting:**
 - Provide direct access to the High-Touch Technical Support team via a Cisco provided phone number.
 - Provide response to Customer within fifteen (15) minutes on Severity 1 or Severity 2 calls. For Severity 3 and Severity 4 calls, response shall be within sixty (60) minutes.

- **Cisco High-Touch Engineering Service.** Customer must have Cisco **High-Touch Operations Management Service and Cisco High-Touch Technical Support Service** across entire Network in order to purchase Cisco High-Touch Engineering Service:

- **Designate an engineer (“Cisco Engineer”)** on to act as the primary technical support person for case management of critical cases at the Network level.
- **Provide ongoing technical representation** in regularly scheduled conference calls and provide technical input to quarterly/joint business reviews.
- **Network Problem Resolution:** Provide problem resolution of critical cases at the Network level, focusing primarily on Severity 1 and Severity 2 cases and other severity level cases that Cisco deems critical.
- **Quarterly Trend Analysis:** Provide quarterly report to Customer on Activities and Deliverables provided, as well as observed technical symptom trends, remediations, and other related topics.
- **Root Cause Analysis:** Perform root cause analysis on technical issues on the Network Infrastructure. Performance of root cause analysis by Cisco is dependant upon Cisco having all necessary available information with which to perform a root cause analysis.
- **Software Version Referrals:** When reactive symptoms occur, provide quick-turnaround Software referrals to address Customer-identified critical issues, taking into consideration the specific relevant hardware platform, configuration, and currently implemented hardware/software features. These referrals (focused on recommending appropriate Updates) shall apply to critical reactive cases with respect to an affected device on the Network.

- In the event that Cisco provides certain Data Collection Tools that it identifies as appropriate for collecting data on the Network Infrastructure during the Term of the Services, (provided that all fees due and owing to Cisco under this Service Description have been paid), such Data Collection Tools may or may not include Hardware or Software. Customer acknowledges and agrees that Cisco shall retain full right, title and interest to the Data Collection Tools.

Customer Responsibilities

• Cisco High-Touch Operations Management Service

- Designate a representative to act as the primary interface with Cisco.
- Coordinate any delivered onsite visits by Cisco and provide minimum thirty (30) day notice to Cisco of the scheduled visit. In the event the date for the scheduled visit is changed, Customer may be subject to additional charges.
- Attend regularly scheduled conference calls for open case reviews.

• Cisco High-Touch Technical Support Service

- Report Severity 1 and 2 problems directly (e.g. by telephone) using the Cisco provided phone number. Response times do not include problems reported using Cisco.com or other electronic means.
- Advise Cisco of standard operating procedures related to Customer's business practices, its internal operational nomenclature and Network to allow Cisco to effectively communicate and discuss cases with Customer in the context of Customer's business environment.
- Provide reasonable electronic access to Customer's Network to assist Cisco in providing support.

• Cisco High-Touch Engineering Service

- Designate person(s) from within Customer's technical support organization to serve as a liaison to the Cisco Engineer.
- Provide its designated person(s) with instructions on process and procedures that explain how to initiate cases and work with the Cisco Engineer.
- Advise Cisco of Customer's standard operating procedures related to its business practices, its internal operational nomenclature and Network to allow Cisco to effectively communicate and discuss cases with Customer in the context of Customer's business environment.

- Provide all necessary information to enable Cisco to perform root cause analysis.
- Provide reasonable electronic access to Customer's Network to assist Cisco in providing support.
- Provide a Network topology map, configuration information, and information of new features being implemented as needed.
- In the event the Network composition is altered, after the Services selected in this Service Description are in effect, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Network composition will be reviewed on an annual basis and Cisco reserves the right to increase Service fees if the Network composition has increased beyond the original pricing quote for Services.
- Notify Cisco Engineer of any major technology additions or changes to the Network.
- Provide all necessary device, platform, feature, and release train requirements that exist in the customer environment.
- Customer acknowledges that Cisco will only support generally available Products and Software releases/versions unless otherwise mutually agreed.
- In the event Data Collection Tools are provided by Cisco and located at Customer's site, Customer shall ensure that such Data Collection Tools are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the output of the Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed.

Support Limitations to Service Offered

The following are limitations to Services Options in areas other than the U.S. and Canada:

Cisco High-Touch Engineering Service Options

- **Cisco Responsibilities:** Includes a maximum of four (4) visits per twelve (12) months period to nominated site locations in Japan, Australia, Asia Pacific and EMEA.

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| Supplemental Glossary of Terms for Cisco Focused Technical Support Services |
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- **“Activity”** means a set of technical or business consulting tasks performed for the benefit of Customer in the delivery of a Service in which no published document accompanies the exit criteria and is typically referred to an “ongoing” task under a subscription service.
- **“Deliverable”** means a set of technical or business consulting tasks performed for the benefit of Customer in the delivery of a Service in which the exit criteria is a published document such as multiple design reviews or Software recommendation reports, audits, etc.