

Connected TAC Offer Framework and Support Options

Prerequisite: SNTC or equivalent Support Agreement

Tier	Offer Elements	Support Options
Premium	<ul style="list-style-type: none"> • All Enhanced level elements <ul style="list-style-type: none"> ◦ Technologies covered: All enhanced-level tech plus: IOS (routing and switching), IOSXR, ACA, Wireless LAN controller, UCS, ACI, CUCM, UCCE+CVP • Quarterly analysis of up to 24 network devices (of the same technology); Quarterly WebEx session with Engineer to review analysis and provide technical advice • TAC Advisor Level 1 included - Diagnostic Bridge report interpretation to analyze devices flagged during monitoring for up to 24 devices per year • TAC Advisor Level 2 Add-on available for a fee <ul style="list-style-type: none"> ◦ Technologies Covered: all enhanced-level technologies plus UCS, ACI, CUCM, UCCE ◦ 6 packs of 1 hour WebEx sessions <ul style="list-style-type: none"> - Agenda per the request from customer - Follow-up activities defined during session 	<p>All Enhanced support options, plus:</p> <ul style="list-style-type: none"> • High Touch Adoption Support via TAC Advisor • Personalized on-boarding via TAC Advisor
Enhanced	<ul style="list-style-type: none"> • All Basic level elements • Technologies covered: IOS, IOS-XR, ASA, Wireless LAN Controller • Unlimited access to CLI Analyzer • Unlimited access to Cisco Diagnostic Bridge • TAC Advisor Level 1 Add-on (12-pack of Diagnostic Bridge Report Interpretation) available for a fee 	<p>All Basic support options, plus:</p> <ul style="list-style-type: none"> • TAC support for tools (CLI Analyzer, Diagnostic Bridge) • Adoption Support (via standard TAC support)
Basic	<ul style="list-style-type: none"> • Standard TAC Access for reactive support • Technologies covered: IOS, IOS-XR, ASA, Wireless LAN Controller • Unlimited Access to Cisco Support standard self-service toolset (Beta Tools) • Limited access CLI Analyzer – 50 uses per month • Limited access to Cisco Diagnostic Bridge - 1 run per day for up to 20 devices 	<ul style="list-style-type: none"> • Self Service: Online support via Product support page and Community-based support