



Service Description: Software Support

This document describes the service offers under Cisco Software Support. This includes Software Support Service (SWSS), Software Support Basic, Software Support Enhanced and Software Support Premium.

Related Documents

This document should be read in conjunction with the documents posted under “Related Documents” at www.cisco.com/go/servicedescriptions/, including End User Obligations, Glossary of Terms, List of Services Not Covered, and Severity and Escalation Guidelines.

Direct Sale from Cisco

If a Customer purchased these Services directly from Cisco, this document is incorporated by reference into the Customer’s services agreement with Cisco for the delivery of Software Support Services for perpetual software, subscription software, or Software as a Service (SaaS) offers by Cisco. Such applicable agreement being referred to as the “**Agreement**” in this document. If there is a conflict between this Service Description and the Agreement, this Service Description shall govern.

Sale via Cisco Authorized Reseller

If the Customer has purchased these Services through a Cisco Authorized Reseller, this document is for informational purposes only; it is not a contract between the Customer and Cisco. The contract, if any, governing the provision of this Service is the one between Customer and Authorized Reseller. The Authorized Reseller will provide the contract to the end user.

All capitalized terms have the meaning ascribed in the Glossary of Terms or the Agreement referenced in the above.

Service Summary

Software Support service covers its associated Application Software sold as any of the following:

- On premises perpetual software license
- On premises software subscription license
- Software as a Service subscription for software residing in the Cisco cloud

Note: Software subscription may be a hybrid which is a software application that resides in both the Cisco cloud and on premises or may offer the right to use the application in either a Cloud or on premises environment.

For each Application Software product, any subset of the following Software Support options may be available for purchase:

- Basic
- Enhanced
- Premium

For an on premises perpetual software license, SWSS may be available for purchase for Software Support coverage. SWSS has the same service deliverables of the Software Support Basic option with Phone Support.

For an on premises perpetual software license, the Software Support option purchased with the license should be identified. If the option is not identifiable, the Basic option with Phone Support or SWSS is the default. The Enhanced option includes the deliverables of the Basic option. The Premium option includes the deliverables of the Enhanced and the Basic option.

For software subscription licenses and Software as a Service subscriptions, a specific Software Support option is embedded. If the option is not identifiable, the Basic option with Phone Support is the default. Customer may purchase any available additional Software Support option to complement the embedded Software Support deliverables in that

subscription. For a subscription that embeds only the Basic deliverables, the Enhanced option can be purchased for additional Enhanced deliverables. Alternatively, the Premium option can be purchased for additional deliverables described in the Enhanced and the Premium sections.

Cisco Responsibilities

Cisco shall provide the various Software Support Services according to the option selected on the Purchase Order of the Software Support for perpetual software, subscription software, or Software as a Service subscription for which Cisco has been paid the appropriate fee. Customer is entitled to the purchased Software Support Service only during the term of the service.

Cisco provides support for partner hosted and managed solutions only if the solution is deployed and offered in a manner consistent with the then-current, applicable program requirements, if any. Cisco may deny or cease providing support if the partner's solution does not or no longer meets the program requirements.

Basic

- Cisco Technical Support access is identified in the offer with either one of these two methods:
 - Online Support
 - Allows access for support and troubleshooting via online tools and web case submission only. No telephone case submission is included with this option. Case severity or escalation guidelines are not applicable. Refer to Software Support Response Time table for details.
 - Phone Support
 - Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, or web case submission and online tools with Application Software use and troubleshooting issues. Refer to Software Support Response Time table for details.
 - Manage problems according to the Cisco Software Support Severity Guidelines.
- Provide Maintenance Releases for Cisco IP Phones that are deployed in a covered Cisco Unified Communications Manager ("CUCM") environment.
- Access to Cisco.com. This system provides Customer 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.
- For Cisco ONE Software, the Software Support service purchased with the perpetual license or embedded in the on premises software subscription on or after January 1, 2017, Cisco will provide Customers with access to new suite capabilities and/or features for the existing Cisco ONE Software suite(s) that Customer has purchased, if and when such capabilities and/or features become available during the duration of the Services term.
- Application Software Updates:
 - Work-around solutions or patches to reported Application Software problems using reasonable commercial efforts for on premises Software. For an Application Software patch for on premises software, a Maintenance Release for the Application Software experiencing the problem will be provided as follows: (a) download from Cisco.com (as available), or (b) shipment of Application Software on media such as CDROM using a nominated carrier. Requests for alternative carriers will be at Customer's expense.
 - Major, Minor and Maintenance Releases for on premises software. For Application Software that runs on Customer's premises or in a Customer controlled environment, the Application Software releases and supporting Documentation are available on the Cisco.com Software Center (<http://www.cisco.com/go/software>) or on media such as CDROM, through the Cisco Product Upgrade Tool (PUT). Applicable supporting Documentation, if available, is on Cisco.com and is limited to one copy per release. Additional copies may be purchased.

For Software as a Service (SaaS):

- Any patches, Maintenance Release, Minor Release and Major Release of the Application Software will be incorporated into the Software as a Service and may not be provided as downloads to Customer.

Enhanced

- Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, or online tools with Application Software use and troubleshooting issues. Cisco will respond within thirty (30) minutes for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond within two (2) hours.
- Support cases are prioritized over those associated with Basic option.
- Proactive guidance for Smart Account structure set up and software license activation.
- Configuration Support to provide advice and process guidance for maintaining consistency of the Application Software performance in the Customer's IT environment. Examples include:
 - Guidance for deploying software Updates and migration
 - Guidance for initial installation & deployment pertained to Application Software
- For Collaboration Flex Plan, configuration assistance for single sign on, directory integration, hybrid calendar, proximity will be provided during the first 90 days.
- All TAC cases submitted will be routed to a team of TAC experts for reactive case handling for Software issue resolution.
- Initial meeting to understand Customer's desired outcomes to define an IT and Infosec adoption plan.
- Periodic technical status reviews
 - Confirm the Customer's desired outcomes and suggest any updates to the IT and Infosec adoption plan.
 - Proactively review and recommend any changes to the Software configuration, settings, etc. and provide technical guidance with any ongoing Customer needs in alignment with desired outcomes.
 - Compare progress to date against goals
 - Address limitations or influences related to IT and Infosec adoption plan
 - Make recommendations on leveraging best practice guides, training, marketing material or suggestions for process changes to better achieve desired outcomes.
- Proactive support associated with integrating the Application Software into the Customer's IT environment, and also ongoing guidance to Customer's help desk personnel in providing internal support to users of the Application Software. Examples include:
 - Best practice training of Customer help desk personnel on processes and product features.
 - Conduct periodic Cisco system risk evaluation for on premises deployments.
- Access to training course(s) for the Software in the Cisco Learning Network online training library.

Premium

- Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, or online tools with Application Software use and troubleshooting issues. Cisco will respond

within fifteen (15) minutes for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond within one (1) hour.

- Support cases are prioritized over those associated with Enhanced option.
- Designated Service Management of the covered products by a technical subject matter expert during local business hours
 - The Designated Service Manager (DSM) provides incident management, change management and escalation management. The DSM also facilitates and expedites resolution for severity 1 and 2 cases based on Customer specific use cases.
 - The DSM assists in problem management by providing technical consultation for any work around or appropriate corrective action based on any available root cause analysis.
 - Quarterly technical reviews: The Designated Service Manager (DSM) will conduct quarterly technical reviews on status and results of both technical and proactive support issues for the designated product offerings with reviews of overall operational performance.
- Proactive Support under Designated Service Management which utilizes Customer information, such as Customer's Environment, software configuration, operation workflows, and IT and Infosec adoption plan to provide the following:
 - Technical consultation for any operational safeguards against known issues and changes that may affect operations and availability of the Application Software.
 - Consultation for planned product changes that may affect availability of Application Software or its feature set.
 - Semi-annual consultation to help planning for upgrades, expansion and migration for any necessary deployment growth.
 - Annual summary for case trend analysis, software configuration review and recommendation for any changes
- Advanced proactive support for lifecycle management
 - Monthly technical status review as described in Enhanced
 - Advanced support analytics: Customer Dashboard Report of Support Case Analysis for Severity 1 and 2 issues with best practices in reducing these types of Support Cases.

Customer Responsibilities.

The provision of the Services by Cisco assumes that the Customer will facilitate Software Support Services as follows:

- Provide, at Customer's expense, reasonable access to the on premises Product through the Internet to establish a data communication link between Customer's environment and the Cisco TAC engineer and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.
- Provide current shipment contact information as follows: contact name, title, address, telephone number, e-mail address, and fax number.
- Provide valid and applicable license, authentication or other information to identify the purchase for all Products that problems and issues are reported to Cisco or where Customer is seeking information from Cisco in connection with Product use. Cisco may also require Customer to provide additional information in the form of location of the Product, city location details and postal code information.
- When requested, provide Cisco with a list of all personnel that Customer has authorized to contact Cisco or access Cisco.com for Services and to download Application Software from Cisco.com or Cisco's PUT. Customer is responsible for reviewing the list on an annual basis and adding or removing personnel as necessary.

- Update to the latest Software release and latest third-party Software release, if required by Cisco to correct a reported Application Software problem.
- Pay all engineering time, travel, and out-of-pocket expenses if Customer request performance of onsite Services outside the scope of Service options described in this document.
- Provide any hardware required to perform fault isolation.
- Update support contract information to reflect the latest Major and Minor release deployed on their premise.
- Make all reasonable efforts to isolate the Application Software problem prior to requesting support from Cisco.
- Acquire, install configure and provide technical support for Third-party Products, including upgrades required by Cisco or related Services; and for Network infrastructure, including, but not limited to, local and wide-area data Networks and equipment required by Cisco for operation of Application Software.
- Maintain Customer's entire Application Software implementation for configurable Application Software currently in use under the same Service option for Cisco to provide Services for any portion of Customer's Application Software implementation.
- Some capabilities for delivering on premises services requires the Customer to allow telemetry data to be shared with Cisco. The Customer must agree to this in order to have the services delivered. This data will only be utilized for purposes of providing the service.

In addition, the provision of the Enhanced and Premium, Cisco assumes that Customer will facilitate Software Support Services as follows:

- Designate and provide contact information for representative(s) as IT and Infosec adoption primary point of contact with Cisco who will regularly attend and participate in online meetings with Cisco to review support operations metrics.
- Designate and provide contact information or primary representative(s) who would request support from TAC for the cases using the Enhanced and Premium priority routing privilege.
- To perform analytics on consumption data to help improving feature usage, Customer will provide consumption information via any mutually agreed method.
- Designate software users, IT admin and help desk to attend and participate in training and support process reviews, when applicable.
- Customer's designated software users will complete any necessary training made available by Cisco that are recommended for the Products purchased by Customer.
- Advise Cisco of its standard operating procedures related to its business practices, its internal operational nomenclature and Environment to allow Cisco to discuss cases with Customer in the context of Customer's business environment.
- Maintain the entire software implementation for each technology in use under the same Software Support option for Cisco to provide Services for any portion of the software implementation.
- Cisco Webex Meetings customers with Enhanced or Premium who are under the Cloud Connected Audio Service Provider Partner offer acknowledge and authorize that, if all necessary agreements are in place with partners, Cisco will disclose Customer information to the Cisco Cloud Connected Audio Service or Webex audio partner for the purposes of Cisco-led case coordination.

Software Support Severity Guidelines

All submitted cases associated with Basic option with Online Support have no severity classification, and will be handled within the next business day during Standard Business Hours using Email response to the submitted case.

Cases submitted for Application Software associated with Software Support Services Basic option with Phone Support, Enhanced option and Premium option must be assigned with one of the following severity.

The following definitions for Severity are specific to Software Support Services.

Severity 1 means Application Software is unavailable or down or there is a critical impact to a significant impact to Customer's business operation. Customer and Cisco both will commit full-time resources to resolve the situation.

Severity 2 means Application Software is degraded or significant aspects of Customer's business operation are negatively impacted by unacceptable software performance. Customer and Cisco both will commit full-time resources during Standard Business Hours to resolve the situation.

Severity 3 means Application Software is impaired, although most business operations remain functional. Customer and Cisco both are willing to commit resources during Standard Business Hours to resolve the situation.

Severity 4 means minor intermittent functionality or performance issue, or information is required on Application Software. There is little or no impact to Customer's business operation. Customer and Cisco both are willing to provide resources during Standard Business Hours to provide assistance or information as requested.

Software Support Response Time Objectives

Response time is defined as the time from when a case has been submitted in the case management system by Customer to the time when a support engineer has made contact regarding the issue reported in the case. The following table outlines the objectives that Cisco strives to achieve to respond to submitted cases based on their case severity. In some cases, the assigned cases severity may be adjusted to align with the Software Support Severity Guidelines.

Software Support Service	Technical Support Coverage	Response Time Objective for Case Severity 1 or 2	Response Time Objective for Case Severity 3 or 4
Premium	24x7 via Phone & Email/Web	Response within 15 minutes	Response within 1 hour
Enhanced	24x7 via Phone & Email/Web	Response within 30 minutes	Response within 2 hours
Basic with Phone Support	24x7 via Phone & Email/Web	Response within 1 hour	Response within next Business Day
Basic with Online Support	Email/Web	Severity is not required to be specified. Response to all cases within next Business Day during local Standard Business Hours	

Software Support Escalation Guidelines

If Customer does not believe that adequate progress is being made or that the quality of Cisco service is unsatisfactory, Customer is encouraged to escalate the problem to the appropriate level of management by asking for the TAC duty manager. Refer to the Cisco Severity and Escalation Guideline document for the Escalation Guideline associated with the case severity.