Service Description: Software Support Services (SWSS)

This document describes the tiered support offers under Cisco Software Support Services (SWSS).

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 not defined in the Supplemental Glossary of Terms at the end of this document have the meaning ascribed in the Glossary of Terms or the Agreement referenced in the above.

Service Summary
A 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.

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

- Basic
- Enhanced
- Premium

For an On Premises perpetual software license, the Software Support Service tier purchased with the license should be identified. If the tier is not identifiable, the Basic tier with Phone Support is the default. The Enhanced tier includes the deliverables of the Basic tier. The Premium tier includes the deliverables of the Enhanced tier and the Basic tier.

For software subscription licenses and Software as a Service subscriptions, a specific Software Support Service tier is embedded. If the tier is not identifiable, the Basic tier with Phone Support is the default. Customer may purchase any available additional Software Support Service tier to complement the embedded Software Support Service tier in that subscription. For a subscription that embeds only the Basic tier service, the Enhanced tier service can be purchased for additional Enhanced tier deliverables. Alternatively, the Premium tier service can be purchased for deliverables additional to the Enhanced tier and the Premium tier. For a subscription that embeds the Basic tier
service and Enhanced tier service, the Premium tier service can be purchased for deliverables additional to the Premium tier.

Cisco Responsibilities
Cisco shall provide the various Software Support Services according to the tier 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.

Basic *

- Cisco Technical Support access in Basic tier has one of these two options:
  - Online Support
    - Allows access for support and troubleshooting via online tools and web case submission only. No telephone access is provided. Case severity or escalation guidelines are not applicable. Cisco will respond to a submitted case no later than the next Business Day during Standard Business Hours.
  - 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. Cisco will respond within one (1) hour for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond no later than the next Business Day.
    - Manage problems according to the Cisco SWSS Severity Guideline.
    - Provide Maintenance Releases for Cisco IP Phones that are deployed in a covered Cisco Unified Communications Manager (“CUCM”) environment.
    - Basic support for Cisco Spark and WebEx SaaS products is for usability issues and is provided via dedicated phone numbers.
    - 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 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.
    - Patches, Maintenance Releases, Minor Releases and Major Releases of the Application Software:
      - For On Premises perpetual software and On Premises subscription software
        - 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) (www.cisco.com/upgrade). 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 tier.
- Technical Adoption to provide technical 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:
  - Initial training of customer help desk for support case submission
  - Best practice training in supporting Customer’s internal users.
  - Periodic Cisco System Risks Evaluation for security Application Software.
- 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 pertaining to security Application Software
- Customer Success management which provides the following adoption services:
  - Adoption onboarding and kick-off meeting to provide Customer guidance on an adoption plan based on customer’s business objectives.
  - Adoption consumption reporting, customer adoption barriers identifications and resolutions, learning recommendations, and business reviews.

**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.
- Advanced Customer Success
  - Utilize success methodology to drive successful customer outcomes by advising on usage and adoption of Application Software proactively.
  - Advise on the development of adoption plans, strategies, objectives, KPIs and customer outcomes throughout the product lifecycle.
  - Provide advice and guidance on product adoption activities including measuring, analyzing, training and change management.
  - Provide quarterly business review.
- 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.

Proactive Support under Designated Service Management which utilizes Customer information, such as customer’s Environment, software configuration, operation workflows, feature consumption data, and Customer Success 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.

**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 a thirty (30)-day Notice to Cisco of any requested addition(s) to your Equipment List.
- Notify Cisco, using Cisco.com, of Product on the Equipment List which Customer has moved to a new location within thirty (30) days of such relocation. Please be aware that the Services will be provided to Customer beginning thirty (30) days after receipt of your notification. Cisco will also need Customer 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.
- 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 zip 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.
- Verify any in-transit damage of the media for the Application Software releases.
- 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 their 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.

Customers who purchased SWSS Basic tier with Online Support will only access to the online support tool for Application Software purchased with SWSS Basic tier with Online Support. They will not be supported by Cisco TAC via phone.

Customers who purchased SWSS Basic tier with Phone Support, SWSS Enhanced and SWSS Premium will have the ability to access TAC via phone, email or online support tools to submit their requests for technical services.

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

- Designate and provide contact information for representative(s) as 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 SWSS Enhanced and SWSS 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 SWSS tier option for Cisco to provide Services for any portion of the software implementation.

### WebEx and Cisco Spark

WebEx and Cisco Spark customers acknowledge that under the Cloud Connected Audio Service Provider Dual Partner offer associated with Enhanced and Premium tiers, Cisco will disclose Customer information to Cisco Cloud Connected Audio Service or WebEx partner for the purposes of Cisco-led incident management coordination and Customer authorizes such disclosure. This will only be provided if all of the necessary agreements are in place with the partners.
SWSS Severity Guidelines

All submitted cases associated with Basic tier 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 tier with Phone Support, Enhanced tier and Premium tier 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 Case Submitter’s business operation. Case Submitter and Cisco both will commit full-time resources to resolve the situation.

**Severity 2** means Application Software is degraded or significant aspects of Case Submitter’s business operation are negatively impacted by unacceptable software performance. Case Submitter 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. Case Submitter 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 Case Submitter's business operation. Case Submitter and Cisco both are willing to provide resources during Standard Business Hours to provide assistance or information as requested.

SWSS Response Time Objectives

Response time is defined as the time from when a case has been submitted in the case management system by Case Submitter 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 SWSS Severity Guidelines.

<table>
<thead>
<tr>
<th>Software Support Service</th>
<th>Technical Support Access</th>
<th>Response Time Objective for Case Severity 1 or 2</th>
<th>Response Time Objective for Case Severity 3 or 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Premium</td>
<td>24x7 via Phone &amp; Email/Web</td>
<td>Response within 15 minutes</td>
<td>Response within 1 hour</td>
</tr>
<tr>
<td>Enhanced</td>
<td>24x7 via Phone &amp; Email/Web</td>
<td>Response within 30 minutes</td>
<td>Response within 2 hours</td>
</tr>
<tr>
<td>Basic with Phone Support</td>
<td>24x7 via Phone &amp; Email/Web</td>
<td>Response within 1 hour</td>
<td>Response within next business day</td>
</tr>
<tr>
<td>Basic with Online Support</td>
<td>12x5 via Email/Web</td>
<td>Severity is not required to be specified.</td>
<td>Response to all cases within next Business Day during local Standard Business Hours</td>
</tr>
</tbody>
</table>

SWSS 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.

**Supplemental Glossary of Terms**

- **Case Submitter** means Customer who purchased the Application Software, or administrative users, IT users, and helpdesk staffs designated by Customer who would submit support cases, or Cisco personnel who on behalf of the customer who submits the support case.

- **End of Sales** means the last date to order the product through Cisco point-of-sale mechanisms. After that date, the product is no longer for sale.

- **On Premises** means that the Application Software product is for use in Customer’s Network or Environment.

- **Software as a Service (SaaS)** means that the Application Software is primarily running from Cisco controlled infrastructure for Customer to access software functionality on a subscription basis.