Cisco Software Support

This document must be read in conjunction with How Cisco Provides Services, which is incorporated into this document by reference.

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, Software Support may be available for purchase for Software Support coverage. Software Support 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 Software Support 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 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 only during the term of the software as a service or before the end of support of perpetual licenses.

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 Table 1 (Software Support Response Time) below 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 Table 1 (Software Support Response Time) below 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 calling 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.
  - 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. All perpetual software will reach an end of sale date including end of support and patch and maintenance releases.
    - 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 will 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. Refer to Table 1 (Software Support Response Time) below for details. Support cases are prioritized over those associated with Basic option.

• Direct access to skilled engineer with solution level expertise.

• Multiproduct/multivendor support coordination

• Entitlement for 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.

• At Cisco’s discretion, provide periodic technical status reviews
  • Confirm the Customer’s desired outcomes and suggest any updates to the IT and Infosec adoption plan.
  • Entitlement for 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.

• Entitlement for 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.
• At Cisco’s discretion, conduct periodic Cisco system risk evaluation for on premises deployments.

• For Security, access to certain deliverables such as activation support, configuration guidance, and periodic technical status reviews may be provided digitally or by a technical resource depending on Customer’s minimum spend. Minimums are set at each product level.

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. Refer to Table 1 (Software Support Response Time) below for details. 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 workaround or appropriate corrective action based on any available root cause analysis.
  
  • Periodic technical reviews: The 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.

• Entitlement for 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 entitlement for support for lifecycle management
  
  • At Cisco’s discretion provide periodic 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:

- 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 and provide any hardware required to perform fault isolation.
- 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 require 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:

- 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 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 (see How Cisco Provides Services for definitions of severity levels).

Table 1. Software Support Response Time

<table>
<thead>
<tr>
<th>Software Support Service</th>
<th>Technical Support Coverage</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>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>