

Cisco Solution Support

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

Summary

Cisco Solution Support is a Technical Support Service offer that may be bundled with (a) Smart Net Total Care ; (2) Software Support Services; and/or (3) Cisco Cloud offers. In some instances Solution Support may be sold independently from a Cisco Technical Support Service. For information on the Cisco Technical Support Services that may be bundled with Cisco Solution Support for the purchased Solution, please reference the applicable service descriptions at www.cisco.com/go/servicedescriptions, incorporated herein by reference.

Cisco Solution Support applies to solutions, infrastructures and appliances (“Solution”) that have been documented in a Cisco Solution Support Service Definition Document and are comprised of solely Cisco Products or Cisco Products and products provided by third party vendors (“Solution Support Alliance Partner(s”).

For Cisco Hardware, Software and Cloud Products in a solution, the Cisco Solution Support Services as described in this document are bundled with Cisco Technical Support Services as defined in the relevant service description associated with such Product.

Cisco Solution Support entitles access to a team of Solution experts, who provide a primary point of contact for issues found within the Solution, as well as Product support for the Cisco Hardware, Software and Cloud elements that comprise the Solution. When combined with product support purchased from Solution Support Alliance Partners, Cisco delivers support for the Solution both directly and through coordination of maintenance and support activities needed to troubleshoot and address issues across the Solution.

Cisco Responsibilities:

- a. Cisco Solution Support Center access twenty-four (24) hours per day, seven (7) days per week to assist by telephone, fax, electronic mail or the internet with Solution use, configuration 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 one (1) hour for all calls received during Standard Business Hours; for calls received outside Standard Business Hours, Cisco will respond within twenty-four (24) hours.
- b. Access to Cisco.com for information on the Solution and Cisco Products being supported. This system provides Customer with helpful technical and general information on the Solution and Cisco Products. Please note that access restrictions identified by Cisco may apply.
- c. To the extent allowed by our Solution Support Alliance Partners, Cisco will provide technical issue management for issues encountered with the Solution.
- d. In the event Cisco determines escalation to a Solution Support Alliance Partner for Third Party Product support is necessary, Cisco will work with the Customer and the applicable Solution Support Alliance Partner to open a case in the Solution Support Alliance Partner’s case management system using the Customer’s entitlement to support with the Solution Support Alliance Partner.

- e. As part of the Services, it may be necessary for Cisco to disclose Customer information to the applicable Solution Support Alliance Partner. Such information may include logs and contact information.
- f. Cisco will provide information, to the extent allowable, to Solution Support Alliance Partner in support of Solution Support Alliance Partner conducting diagnosis and resolution of the Customer's issue.
- g. Cisco will provide updates on actions taken to resolve the Customer's issue as a primary point of contact.
- h. For some products, Cisco may open cases on behalf of the Customer with the Solution Support Alliance Partner, provided Customer and Solution Support Alliance Partner have agreed to allow Cisco to act in this limited capacity and the Customer is able to provide information that enables the case to be opened with the Solution Support Alliance Partner.
- i. Product Support. As part of the Service, when Technical Support Services for the Product are bundled with Solution Support, Cisco shall provide the services described in the Cisco Responsibilities of the relevant Technical Support Services service descriptions for the Cisco Products that comprise the Solution.

Customer Responsibilities:

- a. Ensure that Cisco Solution Support is purchased with all applicable Cisco Products and areas of coverage that are a part of the covered Solution. If Solution Support is not purchased for all elements in the Solution, support coverage may be delivered at the service level for the applicable Product support (e.g. Smart Net Total Care or Software Support Services).
- b. Customer is required, at the Customer's expense, during the term of the Services, to procure and sustain a level of technical maintenance and support for all elements of the solution including products purchased from Solution Support Alliance Partners. Customers must purchase support for Solution Support Alliance Partner products from the Solution Support Alliance Partner for all of their products used in the Solution. Cisco's ability to interact with the Solution Support Alliance Partner support team is dependent on the service level purchased from the Solution Support Alliance Partner, which should be at no less than a reasonable level for elements operating in a production environment.
- c. Unless otherwise instructed by Cisco, Customer will open all cases, where Solution support is expected, with Cisco using the service contract associated with the Solution.
- d. Customer acknowledges that it will be necessary for Cisco to disclose Customer information to Solution Support Alliance Partners for the purposes of case response, product specific support, advance troubleshooting and product issue resolution and Customer authorizes such disclosure.
- e. Provide, at Customer's expense, reasonable access to Solution elements through the Internet or via modem to establish a data communication link between Customer and the Cisco engineer and/or Solution Support Alliance Partner support personnel as applicable and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.
- f. Customer will be required to have and maintain permissions to access Solution Support Alliance Partner websites for Solution Support Alliance Partner software releases (i.e., patches, updates and upgrades) as well as for specific information, documentation and knowledge base related to Third Party Software that may interact with the Solution.

- g. For Solution Support Services that require following a Cisco design, Customer will be required to implement and maintain the Solution being covered following the guidance set out in the current version of such design in all material respects.
- h. Update to the latest Cisco, and/or latest Solution Support Alliance Partner software release, if advised by Cisco or Solution Support Alliance Partner, as applicable, to correct a reported problem.
- i. Provide any hardware and/or software required to perform fault isolation.
- j. Product Support. When Technical Support Services for the Product are bundled with Solution Support, Customer shall comply with the Customer Responsibilities described in the applicable Technical Support Services service description for the Cisco Products that comprise the Solution.