



Support Reinstatement Policy

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Purpose

This document sets forth Cisco's policy regarding reinstating Support that has lapsed. Cisco Support provides Cisco customers the entitlement to download, deploy and use major, minor and maintenance Software updates, as well as to access Cisco's Technical Assistance Center (TAC), allowing for a consistent level of customer satisfaction. Customers who allow their Support to lapse on one or more products, or do not establish Support at any time after purchase, will be required to establish or re-establish Support in order to obtain technical Support, Software updates, and / or Hardware replacements (for Products or Support levels not entitled under warranty). Customers seeking to close gaps in Support coverage may be subject to Product inspections, Software relicensing, and reinstatement fees prior to Support reinstatement.

This policy applies to Support on new or renewed Hardware and Software products, to customer and partner entitled products sold through any of Cisco's routes to market, and to all regions where Cisco does business.

Definitions

For purposes of this policy, the following definitions apply:

1. **"Hardware"** means tangible Cisco-branded equipment or devices listed on the then-current Cisco Global Price List (GPL).
2. **"Perpetual Software"** means the Software for which Cisco sells licensee the right to use for an indefinite period of time, as long as such use is in compliance with the terms of the End User License Agreement (EULA).
3. **"Product"** means Cisco-branded Hardware and/or Software.
4. **"Software"** means the object code version of the computer programs listed on Cisco's published global price list or provided with Hardware, whether operating system Software or application Software, including copies, bug fixes, updates and upgrades thereof. Operating System (OS) Software generally refers to Software that is required to operate a device (examples include IOS and IOS-XR). Application Software generally refers to Software that runs an application (examples include call center, unified messaging and network management Software). Software does not include any computer programs listed on Cisco's published global price list in the name of a third party.
5. **"Support"** means the entitlement to access technical support, and to download, deploy and use major, minor and maintenance software updates for the covered Cisco product—whether Hardware or Software.

Support Reinstatement Policy

This policy governs the reinstatement of Support. Hardware inspection and/or Software relicensing may be required prior to reinstatement. Please refer to the [Software License Transfer and Re-Use Policy](#) for further details.

1. Support Reinstatement

1.1 Support Reinstatement Requirements:

- 1.1.1 Support purchased more than 90 days after Product purchase may be subject to reinstatement.
- 1.1.2 Support which has expired – more than 30 days overdue for renewal – may be subject to reinstatement.

1.2 Additional Software Support Reinstatement Requirements: Cisco customers must purchase at least one year of software support for any Perpetual Software product, within 90 days of the associated date of sale. Software Support purchased after the 90-day grace period may be subject to reinstatement fees from the date of Software purchase.

1.3 Inspection: Where there is a lapse in Support of 90 days or more an inspection and associated fee may be required prior to initiation of the reinstatement process.

1.4 Reinstatement Fee: A reinstatement fee may be required in order to renew Support. The reinstatement fee is a one-time, non-refundable fee and does not apply to the purchase of any Support.

1.5 Last Day of Support (LDoS). No reinstatement of Support will be allowed after Last Day of Support. Please check services availability on the [Cisco End-of-Sales and End-of-Life Product](#) website for details.

1.6 Support Contract Eligibility: Cisco Products where the above aforementioned Inspection, Software License and reinstatement requirements have been met will be eligible to purchase any active Support found on the then current Global Price List, subject to regional availability.

Questions?

Any questions or comments regarding this Support Reinstatement Policy should be sent to support_reinstatement@cisco.com.