Service Description
Cisco Networking Open Architecture Support Services

This Service Description is part of the Services Agreement (as defined in the Services Guide) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

This Service covers on-premises perpetual infrastructure Software licenses included in Cisco Networking Open Architecture Products.

The Cisco Networking Open Architecture Product is sold with both Hardware and infrastructure Software. This Service only covers the infrastructure Software. For Hardware support on Cisco Networking Open Architecture Products, Service Provider Base Without Software Support Service (at this link) is required.

Cisco Networking Open Architecture Products permit You to install a non-Cisco branded network operating system, such as "Software for Open Networking in the Cloud" (SONiC). This Service excludes support for all non Cisco-branded software or Customer provided software, such as SONiC (including SONiC that is posted on Cisco.com). Cisco has no responsibility for providing any technical support, including any maintenance, fixes, updates, upgrades, or support for any Customer provided software or non-Cisco branded software.

2. Cisco Responsibilities

Cisco will provide the Software Support according to the option selected on the Purchase Order of the Software Support for perpetual Software for which Cisco has been paid the appropriate fee. You are entitled to the purchased Software Support until the end of the purchased term, which will not extend beyond the last day of support for perpetual licenses.

Cisco will provide:

2.1 Access to Cisco TAC 24 hours per day, 7 days per week to assist by telephone or online tools/web cases with software use and troubleshooting issues. Refer to Table 1 (Support Response Time) below for details.

2.2 Management of problems according to the Cisco Software Support for Service Providers Severity Guidelines.

2.3 Access to Cisco.com. This system provides You with helpful technical and general information on Cisco Products as well as access to Cisco's online Software Central library. Please note that Cisco may identify access restrictions.

2.4 Access to Maintenance Releases:
- Work-around solutions or patches to reported Software problems using reasonable commercial efforts for Software. For a Software patch, a Maintenance Release for the Software experiencing the problem can be downloaded from Cisco.com.

- Maintenance Releases. For Software that runs on Customer's premises or in a Customer controlled environment, the Software releases and supporting Documentation are available on the Cisco.com Software Center (http://www.cisco.com/go/software), 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.

- Please note that new Major Releases and new Minor Releases of Cisco Software are identified by a .1 in the hundredths place of the release name (i.e., x.x.1) and that such x.x.1 releases are not provided as part of Maintenance Releases.

3. Customer Responsibilities

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

3.1 Provide, at Your expense, reasonable access to the premise where the Software is hosted through the Internet to establish a data communication link between Your environment and the Cisco TAC engineer and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.

3.2 Provide a thirty (30) day notice to Cisco of any requested addition(s) to the Equipment List.

3.3 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 you are seeking information from Cisco in connection with Product use. Cisco may require You to provide additional information in the form of location of the Product and city location/zip code details.

3.4 When requested, provide Cisco with a list of all personnel that You have authorized to contact Cisco, access Cisco.com for Services, and download Software from Cisco.com or Cisco's PUT. Review the list on an annual basis and adding or removing personnel as necessary.

3.5 Update to the latest Software release and latest third-party Software release, if required by Cisco, to correct a reported Software problem.

3.6 Pay all engineering time, travel, and out-of-pocket expenses, if You request performance of onsite Services outside the scope of Service options described in this document. Update their support contract information to reflect the latest Major and Minor release deployed on their premise.

3.7 Acquire, install, configure, and provide technical support any 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 Software.

3.8 Maintain Your entire Software implementation for configurable Software currently in use under the same Service option for Cisco to provide Services for any portion of Your Software implementation.

4. Response Time Objectives for Cisco Networking Open Architecture Support Services

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 Level.

Table 1. Support Response Time

Technical support Coverage	Response Time Objective for Case Severity 1 or 2	Response Time Objective for Case Severity 3 or 4
24x7 via online/phone	Response within 1 hour	Response within the Next Business Day