



Service Description

Cisco Partner Support – Basic and Standard

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to Customer ("You") directly or to certified Partners ("Partner" / "You") delivering partner support services. Capitalized terms, unless defined in this document, have the meaning set forth in the Cisco Services Guide.

1. Summary

1.1 Description

- a. Support provided under this Cisco Partner Support – Basic offering is intended for Partner, meeting the Eligibility requirements shown below, who supports Customer (or "End User") under Partner's own brand of service solely within the Territory. Cisco will provide Services to Partner as backup to its technical capabilities. Partner will retain primary responsibility for providing support to its End Users.
- b. For each End User that Partner supports under Cisco Partner Support – Basic, Cisco will provide Technical Support, Access to Cisco.com, Software Support, Hardware Support, IPS Signature Update, and Installed Base Management and Reporting. As a reminder, disclosure of any Confidential Information, including but not limited to the schedule price for Cisco Partner Support – Basic is subject to restrictions identified in the Agreement between the parties.

1.2 Eligibility

- a. Delivered by eligible Cisco Partners under the Partner's own brand of service within their designated Territory, with Cisco providing 24x7 technical backup, Data Collection Tool, and hardware RMA infrastructure. Partner must be participating and must meet eligibility requirements for purchasing (reference [Support Portfolio for Partners](#)):
 - Cisco Partner Support – Basic Eligibility Requirements
 - Cisco Partner Support – Standard Eligibility Requirements.
- a. Cisco may, from time to time, require Partner to meet additional requirements related to service levels specific to support certain technologies of Products. Any additional requirements will be communicated via the program website
- b. Cisco Partner Support offers the Basic and Standard levels. Feature availability varies based on Product families. Cisco will provide the various features described below as detailed on the PO for which Cisco has been paid the appropriate fee.

1.3 Master Capabilities & Feature Comparison Matrix

- a. Cisco Partner Support offers two tiers:
 - i. Cisco Partner Support – Basic
 - ii. Cisco Partner Support – Standard
- b. The Cisco Support table below indicates the Feature Availability corresponding to Hardware and/or Software support. Feature availability may vary based on Product families, spend levels, and deployment modalities. Please see Architecture Overviews in [Support Portfolio for Partners](#) for more information.

Cisco Support Capabilities	Features	Cisco Partner Support - Basic	Cisco Partner Support - Standard
Trusted Support	TAC Access	•	•
	Software Updates and Maintenance Releases	•	•
	Support Communities	•	•
	Solution Level Support		•
	Prioritized Case Handling		•
Trusted Support Hardware	Hardware RMA	•	•
	Automated RMA		•
Trusted Support Software	Smart Account Guidance		•
	Setup Configuration Support		•
Assets Digital Capabilities	Asset Inventory	•	•
	End of Life Reports	•	•
	Asset Growth Report		•
	Asset Inventory Insights		•
	End of Life Insights		•
	Asset Criticality Insights		•
Assessments Digital Capabilities	Security Advisories Reports	•	•
	Field Notices Reports	•	•
	Security Advisories Insights		•
	Field Notices Insights		•
	Security Hardening Insights		•
	Configuration Insights		•
	Certificate Insights		•
	Quantum-Readiness Insights		•
	Software Conformance		•
	Priority Bugs Insights		•
Support Digital Capabilities	Case Management	•	•
	Self- Troubleshooting	•	•
	Rapid Resolution	•	•
	Remote TAC Access	•	•
	Contextual Self-Troubleshooting		•
	Case Insights		•
Resilient Infrastructure	Playbook	•	•
Support Automation	RADKit	•	•
	Smart Bonding		•

Cisco Support Capabilities	Features	Cisco Partner Support - Basic	Cisco Partner Support - Standard
	Smart Diagnostics		•

* NOTE: For CPS-Basic, Unified Licensing Subscriptions do not include RMA coverage by default; Partner may purchase an optional RMA Upgrade service from Cisco (under Partner RMA-Only or Cisco Partner Support – Standard).

2. Cisco Responsibilities

For Partners purchasing Cisco Partner Support (Basic or Standard), Cisco will provide the following capabilities as detailed on the applicable purchase order.

(a) Cisco will entitle only the Partner to receive support under this Service, and this Service will only apply to the Product(s) for which the Partner has paid the applicable support fees.

(b) For Products that have an existing support embedded and a Cisco Partner Support – Standard or Partner RMA-Only contract is then attached, the additional attached contracts shall apply in addition to the embedded support Cisco is obligated to provide to the Partner.

2.1 Trusted Support

Cisco will provide technical support services comprising technical assistance through Cisco's Technical Assistance Center (TAC), Return Material Authorization (RMA) for Hardware, Software Updates, and Solution Support to expedite issue resolution.

a. TAC Access

Cisco will provide Partner with access to Cisco TAC 24 hours per day, 7 days per week via telephone and online portal for product usage, configuration assistance, and troubleshooting. Cisco provides targeted initial response times aligned with incident severity and service coverage:

Severity Level	Cisco Partner Support - Basic	Cisco Partner Support - Standard
Severity 1	1 hour	30 minutes
Severity 2	1 hour	30 minutes
Severity 3	Next Business Day	1 hour *
Severity 4	Next Business Day	1 hour *

* For Severity 3 and 4 calls received outside of Business Hours under Direct Standard, response is within the Next Business Day (NBD).

Cisco may provide technical support through RADKit, Smart Diagnostics and / or Smart Bonding (where available). If issues arise related to the Support Automation Tools themselves, Cisco will provide support.

b. Software Updates and Maintenance Releases

Cisco will provide Partner with Access to patches, maintenance updates, and major/minor software releases for applications, licenses, and operating system software.

c. Support Communities

Cisco will provide Partner with access to Cisco-moderated communities where Cisco experts answer FAQs, hold expert-led Q&A forums, and provide Product and Service recommendations.

d. Solution Level Support (Cisco Partner Support – Standard only)

Cisco will provide Partner with Solution Level Support, which includes centralized expertise and issue management across a solution of Cisco and Cisco approved third-party provider ("Solution Alliance Partner") products. Solution Level Support applies to solutions comprised of Cisco and Cisco approved Solution Alliance Partners products, where You maintain: (1) Cisco Solution level support on all Products (where available) and (2) an appropriate level of technical support on all Cisco Solution Alliance products used in the solution.

Access to a team of solution experts who act as a primary point of contact who will either actively manage the issue to resolution by Product experts or, to the extent allowed by Solution Alliance Partners, coordinate Your actions to drive issue resolution.

e. Third Party Support (Cisco Partner Support – Standard only)

1. The Partner retains the primary responsibility to provide support to their Customer.
2. Throughout a Cisco Partner Support -Standard case with the Partner, Cisco may determine a need to coordinate with a Solution Support Alliance Partner for Third Party Product support. Cisco TAC will work with the Partner and the applicable Solution Support Alliance Partner to open a case using the Customer's entitlement access provided by the Partner.
3. As a default, Cisco expects Partner to manage the coordination between Cisco, Partner, and the applicable Solution Support Alliance Partner. However, Partner may (if agreed with Cisco) require Cisco to disclose Customer and/or Partner information to the applicable Solution Support Alliance Partner via the Cisco TAC. Such information may include (but is not limited to) logs, contact information, diagnosis, and resolution.
4. During troubleshooting, Cisco may choose to open cases on behalf of the Partner or Customer with the Solution Support Alliance Partner, provided the Customer, Partner and Solution Support Alliance Partner have agreed to allow Cisco to act in this limited capacity and the Partner is able to provide Customer entitlement information that enables the case to be opened with the Solution Support Alliance Partner.
5. For more information on Solution Support Alliance Partners, see the Solution Support Product directory.

f. Prioritized Case Handling & Case Expedition (Cisco Partner Support – Standard only)

Cisco will prioritize support cases for Standard over those associated with the Basic tier. Signature tier support cases are prioritized over Standard cases.

2.2 Trusted Support — Hardware

Trusted Support – Hardware optimizes Your infrastructure with Advanced Replacement and proactive prevention to minimize downtime.

a. Hardware RMA

1. Cisco will provide Partner with the following optional Hardware replacement Services (where available). Advance Replacement Services are subject to geographic and weight restrictions. You may check availability by accessing Cisco's Service Availability Matrix.
2. Heavy Weighted & Over Sized Products:
https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/service-availability-heavyweight-oversized-product.pdf
3. Please note that destination country importation, compliance with US export controls and customs processes may condition actual delivery times. Advance Replacement to and from the European Union will be shipped Delivered Duty Paid (DDP) (Incoterms 2020). Any Advanced Replacement shipment that must cross national boundaries will be shipped Delivered At Place (DAP) (Incoterms 2020), exclusive of any import duties, taxes, and fees, where applicable. All Advance Replacement will be shipped using Cisco's preferred carrier, freight prepaid by Cisco. Requests for alternate carriers will be at Your expense. Chassis and line card Advance Replacement Service must be at the same level of coverage.
4. Cisco will provide You with Advance Replacement(s) that are either new or equivalent to new.

5. Cisco will use commercially reasonable efforts to provide You with Hardware replacement Services where available.

Options	Delivered 24x7x2	Delivered 24x7x4	Delivered 8x7xNext Calendar Day ¹	Delivered 8x5xNext Business Day ¹	Shipped 8x5xShipNext Business Day ²
RMA Service Level	2HR	4HR	NCD	NBD	SNBD
RMA Installation	Self / Onsite Option	Self / Onsite Option	Self / Onsite Option	Self / Onsite Option	Self
Services Availability	7 days a week 24 hours per day	7 days a week 24 hours per day	7 days a week Business Hours	Business Days Business Hours	Business Days Business Hours
Includes Local Observed Holidays	Yes	Yes	Yes	No	No

¹ For Next Calendar Day and Next Business Day delivery, the RMA request must be created by 3:00 PM Local Depot Time for delivery on the Next Calendar Day or Business Day. Exception: For the United States and Canada, the RMA request must be created by 6:00 PM Eastern Time. In countries where Next Calendar Day and Next Business Day Services are not available; Cisco will ship the RMA as Ship Next Business Day (SNBD).

² For Ship Next Business Day, the RMA request must be created by 3:00 PM Local Depot Time to ship the following Business Day. Exception for the United States and Canada, the RMA request must be created by 6:00 PM Eastern Time.

- **Onsite Support:** Field Engineer (FE) arrival can be scheduled 24x7 for 2HR/4HR tiers, or 9:00 AM - 5:00 PM next day for NCD/NBD.
- **Drive Retention:** Allows Partners to retain defective hard drives during RMA troubleshooting where purchased.
- **Automated RMA:** Cisco will detect Hardware failures on supported and connected devices to automate the replacement process.
- **Return To Factory Option:** Available only to qualified service providers. Return to Factory does not support Hardware Advance Replacement. Partner must ship defective Hardware to Cisco (at Partner's expense). After Cisco confirms receipt of defective Hardware, Cisco will ship replacement Hardware within ten (10) Business Days.

b. Hardware RMA

Cisco will detect Hardware failures on supported and connected devices to automate the replacement process.

2.3 Trusted Support — Software

Through Trusted Support – Software, Cisco will provide Partner with support, expert guidance, and actionable advice to minimize to help minimize risk and enable knowledge of their Customer Network.

a. Smart Account Guidance

Cisco will provide Partner with entitlement guidance for Smart Account setup and Software license activation.

b. Setup Configuration Support

Cisco will provide Partner with guidance for initial installation and deployment of Application Software, deployment of Software updates and migration, and support associated with integrating the Application Software into their Customer's IT environment. Examples include:

- Guide initial installation and deployment pertaining to the Application Software.

- Make recommendations on leveraging best practice guides, training materials, and/or suggesting process changes to better achieve desired outcomes.
- Provide best practice training for Your help desk personnel on processes and Application Software features.
- Conduct periodic Cisco system risk evaluation for on-premises deployments (at Cisco's discretion).

2.4 Assets Digital Capabilities

Cisco will provide Partner access to Assets Digital Capabilities which includes their Customer's complete Cisco inventory with dynamic visibility into hardware and software end-of-life dates, contract coverage status and end dates. Assets Digital Capabilities also benchmark the Partner's Customer's asset lifecycle against industry peers and provide asset tagging for filtering as well as deduplication of assets from multiple sources.

a. Asset Inventory

Cisco will provide an up-to-date view of Hardware Products by model and serial number, OS version, installed-at location, and Service coverage details. Enables You to filter by when the asset was active (e.g., based on TAC cases, renewal, data You share).

b. End of Life Reports

Cisco will provide an up-to-date list of Hardware and Software approaching, at, or passed End of Life milestones from End of Sale to Last Day of Support (LDOS).

c. Asset Growth Report

Cisco will provide installed base asset additions, decommissions, net changes, and estimated impact across each Enterprise Agreement billing period.

d. Asset Inventory Insights

Cisco will provide access to querying, summarization, visualization, and reporting Asset Inventory.

e. End of Life Insights

Cisco will provide intelligent querying, summarization, visualization, and reporting of End of Life milestones.

f. Asset Criticality Insights

Cisco will identify asset role and relative importance in Your infrastructure.

2.5 Assessments Digital Capabilities

Cisco will provide Partner with Assessments Digital Capabilities which assess their Customer's devices against critical and high-priority security advisories and field notices. Device hardening assessments transform lengthy technical documents into a clear set of actions tailored to Your specific devices.

a. Security Advisories Reports

Cisco will provide Cisco Product Security Incident Response Team (PSIRT) notifications, technical reports, and corrective recommendations.

b. Field Notices Reports

Cisco will provide Cisco Field Notice notifications about significant non-security related Product issues.

c. Security Advisories Insights

Cisco will provide intelligent querying, summarization, visualization, and reporting of assets at risk of Security Advisories.

d. Field Notices Insights

Cisco will provide intelligent querying, summarization, visualization and reporting of assets at risk of Field Notices.

e. Security Hardening Insights

Cisco will provide configuration recommendations from Cisco OS Hardening Guides. This feature detects configuration deviations across Your infrastructure that may affect security posture, or risk exposure. Each security hardening rule is evaluated across Your covered assets, with findings prioritized by severity.

f. Configuration Insights

Cisco will provide configuration best practices. This feature detects configuration deviations across Your infrastructure that may affect availability, security, or performance. Each best practice rule is evaluated across Your covered assets, with findings prioritized by severity.

g. Certificate Expiration

Cisco will provide intelligent querying, visualization and summarization of assets that are using digital certificates to manage security protocols and their expiration timeline, which helps with certificate hygiene.

h. Quantum-Safe Infrastructure

Cisco will provide intelligent querying, visualization, and summarization of infrastructure that is quantum cryptography safe. Evaluation of Your covered assets is laid out on a migration timeline and prioritized by asset criticality with recommended hardware refresh, software upgrade, or feature activation.

i. Software Release Conformance

Cisco will provide intelligent querying, visualization and summarization of Your assets that are running Cisco suggested software releases, helping drive standardization and modernization.

2.6 Assessments Digital Capabilities

a. Case Management

Cisco will provide an up-to-date list of recently opened and closed Cisco TAC cases including case counts, status, severity, and/or RMAs associated to cases.

b. Self-service Troubleshooting

Cisco will provide ability to ask questions and receive guidance from Product documentation and TAC knowledge bases without the need to open a TAC case.

c. Case Insights

Cisco will provide access to querying, summarization, visualization, and reporting on Cisco TAC cases.

2.7 Support Automation Tools

a. RADKit

1. Cisco will make available to Partner Cisco's RADKit Software, packaged online training and the documentation provided on the RADKit Portal.
2. Cisco will troubleshoot Partner's RADKit initial installation.
3. Cisco will provide Major, Minor, and Maintenance Release updates to RADKit Software.
4. Cisco will provide work-around solutions or patches to the Radkit Software.

b. Smart Diagnostics

Cisco will onboard and configure Smart Diagnostics for the Partner to use. Smart Diagnostics outputs will be generated and added as case note to the applicable service request. Recommendations provided by Smart Diagnostics are based upon information provided to Cisco by Partner or Customer, and Partner remains responsible for determining whether to implement any guidance or recommendations

c. Smart Bonding

If applicable, Cisco will onboard and configure Cisco's Smart Bonding with the Partner.

3. Partner Responsibilities

Partner will comply with the following obligations for each Product supported under this Service:

3.1 Entitlement

- a. If a Partner purchases Cisco Partner Support – Basic and Standard for a Customer’s Product subscription that includes Cisco technical support, the Partner will inform their Customer to only contact the Partner for support regardless of Product subscription entitlement as published.
- b. All Customer support requests to Cisco on Cisco Partner Support – Basic and Standard covered Products will be re-directed to the Partner.
- c. Under no circumstances may Partner grant Customer direct access to Cisco for technical support and/or hardware replacement.

3.2 Technical Support

- a. Partner will provide support twenty-four (24) hours per day, seven (7) days per week to their Customer.
 - 1. Response times for Severity Levels 1 and 2 calls are within sixty (60) minutes for Cisco Partner Support – Basic and thirty (30) minutes for Cisco Partner Support - Standard.
 - 2. Response times for Severity Levels 3 and 4 calls: Next Business Day (for Cisco Partner Support – Basic) or sixty (60) minutes for Cisco Partner Support - Standard.
- b. Partner will resolve Customer cases for Zero, First Level, and Second Level Support.
 - 1. **Level Zero Support:** Means the ability to log End User interactions, assign to proper resource team, document symptoms, affected Hardware, and Software; verify service entitlement and severity level; provide initial problem categorization and business impact; answer general questions using pre-scripted text; direct End Users to self-help tools or documentation; notify End User of known outages or service level impacts; direct End Users to status pages; help End Users through common known usage level issues; address End User “how to” questions; provide attendee support for common known usage problems; and address issues solved by known documented process.
 - 2. **First Level Support:** Means the ability to provide general information on Cisco products, software and solutions; provide assistance with problems uncovered during Hardware and Software configuration, install and upgrade for Products and technologies; identify and resolve obvious Hardware problems; identify and resolve known problems through available documentation; provide basic internetworking troubleshooting expertise; provide basic support on standard Software protocols and features; collect network traces and diagnostic data; provide regular status reports to the End User; perform simple problem determination and collect relevant technical information; assist with billing and subscription management; provide phone support for cloud setup and configuration support; help resolve End User “how to” questions; provide attendee and End User support related to user level device set up.
 - 3. **Second Level Support:** Means the ability to resolve complex configuration problems and simulations (i.e., recreates); resolve Hardware or Software problems; identify Product defects; define action plan for troubleshooting/resolution; prioritize problem based on business impact; identify resources needed for a temporary and/or permanent solution based on priority; provide expertise in Cisco and third-party analysis tools; provide expertise in trace analysis, diagnostics and data analytics techniques; test interoperability of Software and Hardware prior to deployment in production; test in lab before deployment of possible fix; identify and implement workarounds or alternate options; and provide contact with complete steps to reproduce a problem in event of escalation to Third Level Support.
 - 4. **Third Level Support:** Means ability to identify and resolve unknown problems; identify and implement workarounds for products and complex solutions that require demonstrated specialized

expertise level beyond Level 1 Support and Level 2 Support; reproduce issues with complex lab simulations; be the interface with Product and/or Software development engineering support; identify interoperability issues that may be caused by 3rd party software/hardware.

- c. Partner will be accountable for managing all issues associated with the Products from first call to resolution for their Customer's Solution.
- d. Partner will provide architectural and interoperability expertise to Customers for Products in the Customer's Solution.
- e. Partner will assist Customers with Products and integration questions to fault isolate to the specific Product with the issue.
- f. Unless otherwise instructed by Cisco, Partner will open all cases where Cisco Partner Support – Basic is entitled with Cisco using the service contract associated with the Solution.
- g. Partner will obtain Customer's consent 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.
- h. Partner will ensure that Customer provides reasonable access to Solution elements through a data communication link between Partner or Customer and the Cisco engineer and/or Solution Support Alliance Partner support personnel and systems passwords so that problems may be diagnosed and corrected remotely (where possible).
- i. For Cisco Partner Support – Basic that requires following a Cisco design, Partner must implement and maintain the covered Solution in accordance with the guidance set out in the current version of such design in all material respects.
- j. Partner will ensure that the Customer has updated 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.
- k. Partner will provide any hardware and/or software required to perform fault isolation.
- l. Partner will ensure that Cisco Partner Support – Basic is purchased for all applicable Products that are a part of the Customer's Solution.

3.3 Software Updates

- a. Partner may administer and authorize registered Customer access to Cisco.com via the Partner Initiated Customer Access process. Customer's access level will include the ability to receive individual case status and access to Cisco's on-line software library. In no event will Partner disclose its partner-level Cisco.com access information.
- b. Partner will receive access to Cisco's Service Access Management Tool but will not grant their Customer's direct access to Cisco for technical support (TAC) and/or hardware replacement (RMA).
- c. For Software Updates, Cisco grants Partner the right to duplicate Updates for Internal support use to enable Partner to meet its licensed support obligations and use by Partner's Customers provided that,

Partner will affix to all copies all copyright, confidentiality, and proprietary notices that appear on the original.

- d. Partner will only distribute to Customers currently licensed to use the Software and solely for Hardware included on current Equipment Lists for which applicable payments have been made to Cisco.
- e. Partner will: (1) generate workaround solutions to reported Software problems; or (2) implement a Cisco-developed patch to Software.
- f. Customer Software Usage. Partner acknowledges that Customer may have access to Cisco's online Software Central which contains, amongst other things, Software releases, images, bug fixes and patches to all Products. Customer is only entitled to download information for supported Product(s) for which applicable license fees have been paid. Partner agrees to assist Cisco with enforcement of Customer entitlement as necessary and to provide Cisco with such information as Cisco may require for Cisco to monitor and enforce Customer entitlement levels.

3.4 Advance Hardware Replacement Options

- a. In those instances where Partner's designated location for shipment of Advance Replacement by Cisco is to a Customer site, Partner will notify Cisco of Product on the Equipment List which Customer has moved to a new location. Partner agrees to make such notification within thirty (30) days of Product relocation. Cisco is only obligated to provide Service to Partner commencing thirty (30) calendar days after it receives notification.
- b. Partner will provide thirty (30) days' notice to Cisco of any requested addition(s) to the Equipment List.
- c. Partner will notify Cisco of material modifications to the Hardware configuration including upgrades or changes not in the original configuration within five (5) Business Days of such modification.
- d. Service Part Inventory. In the event Partner elects to have Advance Replacement(s) shipped to Partner's depot, Partner will:
 - 1. Maintain a sufficient Service Parts inventory to support its Customer base. Service Parts may only be used for remedial maintenance purposes. Cisco may request a Service Part inventory report from Partner upon ninety (90) days prior notice.
 - 2. Use commercially reasonable efforts to request all Advance Replacement NBD and NCD Services by using Cisco's Product Returns & Replacement (RMA) PRR Tool on Cisco.com. Partner must contact Cisco directly via telephone to request all other Advance Replacement Services (excluding NBD & NCD).
- e. Returns Coordination. Partners will return a failed Product in accordance with the Cisco RMA Policy for Warranty and Hardware Support Contract Returns.
- f. For the Advance Replacement NBD and NCD Service: Partner and Cisco will coordinate the return of all failed Product in the following manner:
 - 1. Outside of the United States and Canada, for in-country returns from Partner, Partner will ship the failed Product Delivered Duty Unpaid (DDU) (Incoterms 2000) to Cisco's designated in-country depot as per the corresponding RMA which has been submitted by Partner via the TAC or PRR Tool or any other similar mean. In the United States and Canada, Partner will be responsible for calling the courier to arrange pick up of the failed Product for return to the Cisco in-country depot. Cisco will then arrange, take the risk for loss or damage, and pay for transportation and delivery (including any applicable duties, fees, and licenses) of the failed Product to Cisco's designated location.

2. For international returns from Partner in each country, Partner will ship the failed Products DDU (Incoterms 2000) to a Cisco designated depot located in another country as per the corresponding RMA which has been submitted by Partner via TAC or PRR Tool or any other similar mean.
- g. For the Advance Replacement 24x7x4, and Advance Replacement 24x7x2 Services, Partner will call the courier to arrange pick up of the failed Product for return. Cisco will bear the risk of loss and pay for transportation and delivery (including any applicable duties, fees, licenses, and customs formalities) for the failed Product to Cisco's designated location.
- h. For Onsite Services selected by Partner, Partner will ensure the following:
1. Provide an appropriate work environment and reasonable access, working space including heat, light, ventilation, electric current and outlets, and local telephone extension (or toll free domestic and international access to Cisco) for the use of Cisco's service personnel in the Product's physical location.
 2. Back-up Software images and configurations on a regularly scheduled basis and provide those images and configurations to Cisco's onsite personnel in connection with Remedial Hardware Maintenance.
 3. Ensure all Products are installed below ten (10) feet. For Products installed above four (4) feet, provide ladders that reach the height of the Product.
 4. Provide Cisco with the name of a point of contact prior to delivery of equipment by Cisco's personnel.
 5. Provide Telnet File Transfer Protocol (TFTP) capabilities or internet access for the purpose of downloading Software images by Cisco's onsite personnel.
 6. Provide safety and security protection of Cisco's personnel or its subcontractors for unmanned sites.
- i. For Drive Retention Services, available only on UCS hardware, Partner will:
1. Ensure that Technical Support has been performed on UCS hardware.
 2. Retain hard drive for failed UCS hardware if Partner has determined that the problem is a hard drive issue resulting in Advance Replacement of the UCS hardware.
 3. Instruct Customer to destroy the applicable UCS hard drive and provide Customer link to Certificate of Destruction within thirty (30) days of receipt of the replacement UCS hardware. Failure to complete Certificate of Destruction will result in UCS hardware billed at the current List Price to Partner.
- j. Receipt of Replacements:
1. Partner is responsible for payment of applicable fees, inspections and import requirements applicable to the country of destination and, if applicable, local delivery to the Customer when receiving replacement Products.
 2. Partner will notify Cisco of any damage in transit and/or mis-shipments reported to Partner by Customer within ten (10) Business Days of receipt thereof, unless practically not possible due to the prevailing circumstances (in which case such notification will be done as promptly as possible).
 3. Partner will notify Cisco of any Product failures after verification testing by Customer, unless practically not possible due to the prevailing circumstances (in which case such notification will be done as promptly as possible).
- k. Partner will make reasonable effort to comply with the following RMA procedure:
1. Partner will ensure all Products are properly packaged prior to being shipped and will include a written description of the failure and specification of any changes or alterations made to the Product. Product returned to Cisco will conform in quantity and serial number to the RMA request.
 2. Partner will tag each Product returned with the RMA transaction number and a brief description of the problem. Cisco will not accept any Product returned which is not accompanied by an RMA number.

3. Partner will validate and certify that all returned parts are solely for replacement on devices that are explicitly covered in a current Equipment List.
- I. Partner must provide Customer name and site details such as Customer's Product install site address (in the case of Advance Replacement Services) or Customer's business address (i.e., headquarters) (in the case of NBD Advance Replacement Services) are required when Service is purchased. Partner will provide Customer name and site detail information no later than thirty (30) days from notification by Cisco that such information is required.

3.5 Access to Cisco.com

- a. Partner may administer and authorize registered Customer access to Cisco.com via the Partner Initiated Customer Access (PICA) process. Customer's access level will include the ability to receive individual case status and access to Cisco's on-line software library. In no event will Partner disclose its partner-level Cisco.com access information.
- b. Partner will protect and keep confidential the passwords and other mechanisms provided by Cisco for access to cisco.com and any Data Collection Tools.

3.6 Data Collection Tools

- a. To access all features, Partner must permit the Data Collection Tools to access all Customer network devices managed by the inventory collection process. If You elect to disable collection features or uninstall the Data Collection Tools, Partner acknowledges that Cisco will be unable to provide certain elements of the Service. Partner is responsible for providing any hardware or software necessary to support the Data Collection Tools and the collection process.
- b. Partner will ensure that Customer authorizes the Partner to install, if applicable, and configure for use Data Collection Tools and RADKit on the Customer's network for the performance of Cisco Partner Support.
- c. Partner is aware that the Data Collection Tools and RADKit may be disabled at any time by their Customer and understands that certain service elements within Partner Advanced Support will be suspended until such time as the Data Collection Tools and RADKit are reconnected.

3.6 Support Autoation Tools

- a. **RADKit**
 1. Partner will ensure authorization and installation of the RADKit software in the customer's environment.
 2. Partner will ensure that protocols such as SSH, Netconf, and others are configured that can be used to connect to network devices.
 3. Partner will ensure that customer authorizes the partner access to the RADKit services installed in their Customer's environment.
 4. Partner may raise TAC case to troubleshoot RADKit installation and configuration issues in the Partner or Customer environment.
 5. Customer Software Usage. Partner acknowledges that Customer may have access to Cisco's online Software Central which contains, amongst other things, Software releases, images, bug fixes and patches to all Products. Customer is only entitled to download information for supported Product(s) for which applicable license fees have been paid. Partner agrees to assist Cisco with enforcement of

Customer entitlement as necessary and to provide Cisco with such information as Cisco may require for Cisco to monitor and enforce Customer entitlement levels.

b. **Smart Diagnostics**

Partner may raise a Technical Support case to change or add additional output formats for Smart Diagnostics, available formats include case note and email attachments.

c. **Smart Bonding**

1. If applicable, Partners will set up and maintain an active API connection with Cisco's Smart Bonding in accordance with Cisco's instructions.
2. If Partner chooses to implement Smart Bonding, Partner will transmit Partner Advanced Support service requests and data fields with Cisco through Cisco Smart Bonding.