

Service Description

Cisco Partner Support - Basic

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

This document describes the Cisco Partner Support - Basic (“CPS-Basic”, formerly Partner Support Services) offering.

1. Summary

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.

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, and Smart Application Programming Interfaces (“Smart APIs”). 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.

All data and information provided under this Service is in English only.

Eligibility

Partner must be participating and must meet eligibility requirements for purchasing Cisco Partner Support - Basic as shown here: https://www.cisco.com/c/dam/en_us/partners/downloads/cisco-partner-program/cisco-partner-support-basic-eligibility-requirements.pdf.

Cisco may from time to time require additional requirements related to service levels specific to support certain technologies of Products. Any additional requirements will be communicated via the program website.

Cisco Partner Support offers the Basic level. Feature availability may vary based on Product families. Cisco will provide the various features described below as selected and detailed on the PO for which Cisco has been paid the appropriate fee.

Capabilities	Features	Basic
Trusted Support	Product Support	•
	24x7 Technical Support	S1/2: 60 min S3/4: Next Business Day (NBD)
	Hardware RMA *	•
	Software Updates	•
	Support Communities	•
Insights and Analytics	Asset View	•
	Security Advisories	•
	Field Notices	•
	Case Management	•

Support Automation	RADKit Basic	•
	Smart APIs	•

* NOTE: Unified Licensing Subscription does not include RMA coverage. Partner may purchase an optional RMA Upgrade service from Cisco

2. Cisco Responsibilities

2.1 Trusted Support

Trusted Support provides Product support services including technical assistance, Return Material Authorization (RMA) for Hardware, Software Updates, and Solution Support to expedite issue resolution.

(A) **Technical Support**

Access to CX Centers 24 hours per day, 7 days per week to assist with Product use, configuration and troubleshooting issues by telephone, web case submission, and online tools. Cisco's initial response time will be as follows:

Initial Response Time	Basic
Severity 1	1 hour
Severity 2	1 hour
Severity 3	NBD
Severity 4	NBD

- Cisco may provide technical support through RADKit (where available)
- Cisco will provide support on troubleshooting any issues related to Support Automation Tools;

(B) **Software Releases**

Software Applications and Licenses

Cisco will provide work-around solutions or patches for reported Software problems (when available), and You will have access to Software Releases, as applicable.

Hardware OS Updates

Cisco will provide work-around solutions or patches for reported Software problems (when available), and You will have access to Software Releases, as applicable.

(C) **Returns Material Authorization (RMA)**

- Cisco provides the following 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](#).
- Heavy Weighted & Over Sized Products:
https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_description/docs/service-availability-heavyweight-oversized-product.pdf
- 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.

- Cisco will provide You with Advance Replacement(s) that are either new or equivalent to new.
- Cisco will use commercially reasonable efforts to provide You with Hardware replacement services where available.

Hardware Service Options	<u>Delivered 24x7x2</u>		<u>Delivered 24x7x4</u>		<u>Delivered 8x5x4¹</u>		<u>Delivered 8x7xNext Calendar Day²</u>		<u>Delivered 8x5xNext Business Day²</u>		<u>Delivered 8x5xShip Next Business Day³</u>	
RMA Service Level	2HR		4HR		4HR		NCD		NBD		SNBD	
RMA Installation	Self	Onsite Option	Self	Onsite Option	Self	Onsite Option	Self	Onsite Option	Self		Self	
Services Availability	7 days a week 24 hours per day				Business Days Business Hours		7 days a week Business Hours		Business Days Business Hours		Business Days Business Hours	
Includes Local Observed Holidays	Yes				No		Yes		No		No	

¹For 8x5x4 deliveries the RMA request must be created by 1:00 PM Local Depot Time. For RMA requests after 1:00 PM Local Depot Time, delivery will be the next Business Day.

²For 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 Standard 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).

³ Where Next Business Day (NBD) is unavailable at a location, Cisco will offer Next Business Day Shipment (SNBD) for the site. For Ship Next Business Day, the RMA request must be created by 3:00 PM Local Depot Time to ship the following Business Day. For the United States and Canada, the RMA request must be created by 6:00 PM Eastern Time.

Onsite Support Option: You can also opt to schedule the Field Engineer (“FE”) arrival. Please consult the Onsite Field Engineer Duties for further details.

- With 2HR and 4HR service levels; You can schedule FE arrivals any hour of the day/week.
- With NCD and NBD service levels; FE arrival times are limited from 9:00 AM (earliest arrival time) to 5:00 PM (latest arrival time) and scheduling is only available the day(s) after the part arrival.

*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 United States and Canada, the RMA request must be created by 6:00 PM Eastern Standard Time. In countries where Next Calendar Day and Next Business Day services are not available, Cisco will ship the RMA as a Same Day Shipment.

Onsite with Troubleshooting option: Where available, for Onsite Troubleshooting options, at the sole discretion of Cisco TAC, Cisco may dispatch a kit of “troubleshooting parts” with the FE or TAC may dispatch a FE early in the troubleshooting process to provide “eyes on the ground” feedback to diagnose the root cause of the Your issue.

2.3 Insights and Analytics

Insights and Analytics provide installed based insights to Partner to help enable better forecasting and planning, help avoid outages, and help maximize performance of existing and new technology environment. Insights and Analytics features are dependent on Partner enabling data sharing capabilities, when available, and data availability.

(A) **Asset Inventory**

Asset and License View shows an up-to-date list of Products that have been purchased or deployed as well as model and serial number, licenses and contract term information, latest OS version, installed-at location, and support contract details.

(B) **Security Advisories**

Security Advisories provides Product Security Incident Response Team (PSIRT) notifications, reports, and corrective recommendations to prioritize and mitigate outages, performance degradation, support, or security incidents.

(C) **Field Notices**

Field Notices provide analysis and reporting, across Hardware and Software, that identify, and track Cisco Products affected by a published Cisco Field Notice and potential risks.

(D) **Case Management**

2.4 Case Management shows information about support cases opened with Cisco, including reports showing number of open cases opened and closed, new cases opened in the last month, RMA cases, and support cases by Severity Level. You can also open support cases and search cases using keywords and filters. Support Automation Tool (RADKit)

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

2.5 Drive Retention Service. (Available for UCS hardware only)

- Cisco will allow Integrator to retain hard drive of failed UCS hardware that is subject to Advance Replacement, if Integrator has determined that the UCS hardware problem is a hard drive issue.
- Cisco authorizes Integrator to destroy the defective UCS hard drive and Cisco shall not bear any costs, duties, or fees for the destruction of the defective hard drive.

2.6 IPS Signature Update

- Where available and as ordered by Partner (using the applicable Service options from the Price List), Cisco shall provide: Signature File Notification. Provide Signature File Notification when Signature File(s) are made available. Provision of Signature File(s).
- Provide access to Signature File(s). Access to such Signature File(s) is limited to Products covered under a current Equipment list.

2.7 Installed Base Management and Reporting

As a part of Cisco Partner Support - Basic, Cisco shall provide an Inventory Tool that enables Partner to collect and analyze data about inventory in a network as further described below and provide such information back to the Partner. The Partner may use this within Partner's own environment or with an End User. Specifically:

- The Inventory Tool uses a network profiling software tool called the CSP-C or Common collector ("Collector"), for the purposes of collecting information relating to network configuration and inventory. The Collector typically retrieves network data elements in End User's networks in two steps: (1) "Network Discovery" to identify Cisco and non-Cisco devices on the network (which may include importation of a seed file to shorten the process), and (2) "Inventory Process" to collect data elements from each Cisco and non-Cisco device discovered in the network.
- Transfer of End User Network Information to Cisco is enabled through a secure connection from the collector to Cisco's data center.

- End User Network Information is processed and stored via a platform that enables the generation of an Inventory Report accessible to Partner through Cisco.com.
- Cisco will store and analyze the End User Network information collected in connection with the Inventory Tool, and upon request, will use commercially reasonable efforts to generate and make available to Partner, via Cisco.com, one or more Inventory Reports.
- Cisco's Technical Front Line (TFL) will provide support to Partner as the first point-of-contact in case of any issues or questions related to the service contract questions, collectors and tool set. Cisco Worldwide support is available globally during local business hours and contact list information is located at <https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>.
- When submitting a case online through Support Case Manager (SCM) <https://mycase.cloudapps.cisco.com/case>, Partner should select: **"Smart Services Capabilities"** and then a Problem area for proper case routing.
- Cisco's use of End User Network Information and other data is described on Cisco's [Trust Portal](#).
- Supported device list by Inventory Tool is provided in documentation that accompanies Inventory Tool.

2.8 Smart Application Programming Interfaces ("Smart APIs")

Cisco's Smart Application Programming Interfaces ("Smart APIs") allow programmatic access to Cisco's Install Base Management and Reporting functionality. It enables the Partner to retrieve Cisco product inventory information programmatically and for consumption onto their own information technology systems.

- Cisco will provide the capability for Partner to electronically connect to Cisco's API console in a secure fashion.
- Cisco will make documentation regarding Smart APIs available through the Smart API console or Cisco.com.
- Cisco's TFL will provide support to Partner as the first point-of-contact in case of any issues or questions related to Smart APIs.
- When submitting a case online through Support Case Manager (SCM) <https://mycase.cloudapps.cisco.com/case>, Partner should select: **"Smart Services Capabilities"** and then a Problem area for proper case routing.

3. Partner Responsibilities

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

3.1 Entitlement

- If a Partner purchases Cisco Partner Support - Basic 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.
- All Customer support requests to Cisco on Cisco Partner Support - Basic covered Products will be re-directed to the Partner.
- Under no circumstances may Partner grant Customer direct access to Cisco for technical support and/or hardware replacement.

3.2 Technical Support

- Partner will provide to their Customer support twenty-four (24) hours per day, seven (7) days per week.
 1. Response times for Severity Levels 1 and 2 calls are within sixty(60) minutes.
 2. Response times for Severity Levels 3 and 4 calls: Next Business Day.
- Partner will resolve Customer cases for Zero, First Level, and Second Level Support.

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 know usage problems; and address issues solved by known documented process.

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.

Second Level Support means the ability to resolve complex configuration problems and simulations (i.e., recreates); resolve of 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.

Third Level Support means ability to identify and resolve unknown problems; identify and implement workarounds for products and complex solutions that require a demonstrate 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.

- Partner will be accountable for managing all issues associated with the Products from first call to resolution for their Customer’s Solution.
- Partner will provide architectural and interoperability expertise to Customers for Products in the Customer’s Solution.
- Partner will assist Customers with Products and integration questions to fault isolate to the specific Product with the issue.
- 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.
- 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.

- 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).
- 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.
- 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.
- Partner will provide any hardware and/or software required to perform fault isolation.
- 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

- 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.
- 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).
- 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.
- 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.
- Partner will:
 1. generate workaround solutions to reported Software problems; or
 2. implement a Cisco-developed patch to Software.
- 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

- 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.
- Partner will provide thirty (30) days' notice to Cisco of any requested addition(s) to the Equipment List.
- 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.
- 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).
- Returns Coordination. Partners will return a failed Product in accordance with the Cisco RMA Policy

for Warranty and Hardware Support Contract Returns.

- 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.
- 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.
- 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.
- 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.
- 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).
- 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.
- 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

- 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.
- 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

- 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 - Basic.
- 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.

3.7 Support Automation Tool - RADKit

- Partner will ensure authorization and installation of the RADKit software in the customer's environment.
- Partner will ensure that protocols such as SSH, Netconf, and others are configured that can be used to connect to network devices.
- Partner will ensure that customer authorizes the partner access to the RADKit services installed in the customer environment
- Partner may raise TAC case to troubleshoot RADKit installation and configuration issues in the Partner or Customer environment
- 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.