



NOTE: For all orders received or quotes issued before April 24<sup>th</sup>, 2026, this Service Description applies. For orders received or quotes issued on or after April 24<sup>th</sup>, 2026, please refer to [Cisco Support](#).

# Service Description

## Cisco Support [Legacy Version]

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

Cisco Support offers three tiers:

- Cisco Support - Standard
- Cisco Support - Enhanced
- Cisco Support - Signature

The Cisco Support (Hardware) and Cisco Support (Software) tables below indicate the Feature Availability corresponding to Hardware and Software support. Feature availability may also vary based on Product families and spend level. Some Features are only available if You meet a minimum spend threshold. Please see [Architecture Overviews](#) for more information.

Cisco Support (Hardware)				
Capabilities	Features	Standard	Enhanced	Signature
Trusted Support	Hardware RMA	•	•	•
	TAC Access	•	•	•
	Software Updates and Maintenance Releases	•	•	•
	Support Communities	•	•	•
	Automated RMA		•	•
	Solution Level Support		•	•
	Prioritized Case Handling		•	•
	Restoration Service Level Agreement (SLA)			•
	Predictive Analysis and Prevention			•
	Systematic Root Cause Investigation			•
	Continuous Optimization			•
	Risk Mitigation and Resilience			•
	Asset Management			•
Insights and Analytics	Asset and License View	•	•	•
	Case Management	•	•	•
	Field Notices	•	•	•
	Security Advisories	•	•	•



	Priority Bugs		•	•
	Rapid Problem Resolution		•	•
	Automated Fault Management			•
	Case Management KPI's			•
	Optimal Software Versions			•
	Regulatory Compliance Checks			•
	Risk Mitigation Checks			•
<b>Contextual Learning</b>	Cisco Support e-Learning		•	•
	Remote Practice Labs			•
	Certification Practice Exams			•
	Certification Prep Training (All Cisco Certifications)			•

Cisco Support (Software)				
Capabilities	Features	Standard	Enhanced	Signature
<b>Trusted Support</b>	TAC Access	•	•	•
	Access to Cisco.com and Support Communities	•	•	•
	Software Updates & Maintenance Releases	•	•	•
	Solution Level Support		•	•
	Smart Account Guidance		•	•
	Configuration Support for Application Software Performance		•	•
	Periodic Technical Status Reviews		•	•
	Application Software Integration in IT Environment		•	•
	Prioritized Case Handling		•	•
	Technical Consultation and Expedited Case Resolution			•
	Safeguards to Support Product Availability			•
	Planned Product Change Impacts			•
	Growth Planning Support			•
Annual Summary			•	
<b>Insights and Analytics</b>	Advanced Support Analytics			•

## 2. Cisco Responsibilities

Cisco will provide the various features described below as selected and detailed on the PO for which Cisco has been paid the appropriate fee.

### 2.1 Trusted Support

Trusted Support provides Product support Services including technical assistance, options for RMA for Hardware, Software Updates, and Solution-level support.

#### (A) **Hardware RMA**

- Cisco provides 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](#).
- 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](https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/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.

Options	Delivered 24x7x2		Delivered 24x7x4		Delivered 8x5x4 <sup>1</sup>		Delivered 8x7xNext Calendar Day <sup>2</sup>		Delivered 8x5xNext Business Day <sup>2</sup>		Shipped 8x5xShipNext Business Day <sup>3</sup>	
<b>RMA Service Level</b>	2HR		4HR		4HR		NCD		NBD		SNBD	
<b>RMA Installation</b>	Self	Onsite Option	Self	Onsite Option	Self	Onsite Option	Self	Onsite Option	Self	Onsite Option	Self	No Onsite
<b>Services Availability</b>	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	
<b>Includes Local Observed Holidays</b>	Yes				No		Yes		No		No	

<sup>1</sup>For 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.

<sup>2</sup>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).

<sup>3</sup>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 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.



- **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.
- **Drive Retention Option:** Where available, if You purchase this Service, You may retain the defective drive in connection with troubleshooting a drive problem.
- **Defective Asset Retention Option:** Where available only for pre-qualified government classified customers and for resale to pre-qualified classified customers. In the event You purchase this Service, You may retain and destroy certain Products that are defective.
- **Return To Factory Option:** Available only to qualified service provider Customers. Return to Factory does not support Hardware Advance Replacement. Customer must ship defective Hardware to Cisco (at Customer's expense). After Cisco confirms receipt of defective Hardware, Cisco will ship replacement Hardware within ten (10) Business Days.

**(B) TAC Access**

Access to TAC 24 hours per day, 7 days per week to assist with Product use, configuration and troubleshooting issues by online and phone. Cisco’s initial response time will be as follows:

**Hardware**

Initial Response Time	Standard	Enhanced	Signature
<b>Severity 1</b>	1 hour	30 minutes	15 minutes <i>minimum Service Term year annual spend: ≥ \$200K</i>
			30 minutes <i>Service Term year annual spend: &lt; \$200K</i>
<b>Severity 2</b>	1 hour	30 minutes	30 minutes
<b>Severity 3</b>	NBD	1 hour*	1 hour <i>minimum Service Term year annual spend: ≥ \$200K</i>
			1 hour* <i>Service Term year annual spend: &lt; \$200K</i>
<b>Severity 4</b>	NBD	1 hour*	1 hour <i>minimum Service Term year annual spend: ≥ \$200K</i>
			1 hour* <i>Service Term year annual spend: &lt; \$200K</i>

\*For Severity 3 and Severity 4 calls received outside of Business Hours, Cisco will respond within the Next Business Day (NBD).

**Software**

Initial Response Time	Standard	Enhanced	Signature
<b>Severity 1</b>	1 hour	30 minutes	15 minutes
<b>Severity 2</b>	1 hour	30 minutes	15 minutes
<b>Severity 3</b>	NBD	1 hour*	1 hour*
<b>Severity 4</b>	NBD	1 hour*	1 hour*

\*For Severity 3 and Severity 4 calls received outside of Business Hours, Cisco will respond within the Next Business Day (NBD).

**(C) Software Updates and Maintenance Releases**

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

**(D) Support Communities**

Support Communities are Cisco-moderated communities where Cisco experts answer FAQs, hold expert-led Q&A forums, and provide Product and Service recommendations.

**(E) Automated RMA**

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

**(F) Solution Level Support**

Solution level support delivers 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 Cisco 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 Cisco Product experts or, to the extent allowed by Solution Alliance Partners, coordinate Your actions to drive issue resolution.

(G) **Prioritized Case Handling**

Support cases for Enhanced are prioritized over those associated with the Standard tier. Signature tier cases are prioritized over Enhanced cases.

(H) **Restoration Service Level Agreement (SLA)**

The [Cisco Support Service Level Agreement](#) applies to Hardware Products covered by Cisco Support – Signature. SLAs apply to Response and Restoration times.

(I) **Predictive Analysis and Prevention**

Predictive analysis and prevention will provide automated insights to:

- Advise on patterns and trends signaling potential disruptions before symptoms appear.
- Recommend attention to early signs of performance degradation that could lead to service interruptions.

(J) **Systematic Root Cause Investigation**

Systematic root cause investigation will provide automated insights to:

- Identify underlying systemic weaknesses that could cause recurring incidents.
- Map interdependencies among components to clarify cascading effects. This feature is limited to devices related to the specific issue.
- Review historical patterns to highlight recurring issues that may require architectural or procedural changes.
- Document findings comprehensively, building a knowledge base to prevent recurrence.
- Facilitate problem resolution for technical issues that You report.
- Provide assistance, troubleshooting, or remediation for Your Network (e.g., support for complex and critical issues).
- Highlight any configuration refinements.

(K) **Continuous Optimization**

Regular optimization reviews in the form of digital and/or people provided insights will be conducted which includes:

- Highlighting preventive measures based on known vulnerabilities and emerging threats.
- Leveraging root cause analysis (RCA) of recurring problems to collaborate with professional services (where available) to validate redundancy and failover mechanisms to support resilience before failures occur.
- Leveraging RCA of recurring problems to collaborate with professional services (where available) to facilitate technical reviews to align infrastructure capabilities with your changing business needs.

- Provide regular reporting to include incident reporting, RMAs, Engineering Failure Analysis (EFA), Reporting, Analytics, and KPI Dashboard Reports with actions for improvement.

(L) **Risk Mitigation and Resilience**

Active risk management through:

- Vulnerability assessments to identify and addressing security or stability concerns before exploitation.
- Evaluating change impact to understand how planned modifications may affect system stability.
- Providing Reactive Maintenance Window (RMW) and Scheduled Maintenance Window (SMW) support. RMWs are coordinated with the Customer to address changes to a supported device necessary to resolve a service impacting issue identified in a Cisco case, while Scheduled Maintenance Windows are customer-initiated maintenance windows not directly associated with resolving an open service impacting Cisco case. Cisco reserves the right to limit the number of SMW's to twelve (12) on an annual contract basis based on Services Term.
- Highlighting technical debt to enable prioritization and remediation of aging components or configurations.
- Providing operational support for the management and resolution of supported cases.
- Managing to closure Your case technical and RMA requests, escalating as required.
- Coordinating among Customer and Cisco stakeholders to ensure cases are resolved as quickly as possible and service objectives are met.

(M) **Asset Management**

Asset Management provides comprehensive lifecycle and contract oversight.

- Proactive and reactive asset management to prevent service interruptions, entitlement issues, and unexpected costs, including full MACD support.
- Optimization of service coverage and license utilization, continuous installed base validation, and advisory for compliance, entitlement expiration, and End-of-Life (EOL) events.
- Tailored insights and analytics to ensure accurate Service and license entitlements, supporting technology refreshes, and migrations.
- Periodic reviews to maintain accuracy of Your install base and ensure comprehensive Service coverage.
- Preparation and reconciliation of the install base for renewals.

(N) **Smart Account Guidance**

Entitlement for guidance for Smart Account structure setup and Software license activation.

(O) **Configuration Support for Application Software Performance**

Guidance for initial installation and deployment pertaining to Application Software will include:

- Guiding deployment of Software updates and migration.
- Guiding initial installation and deployment pertaining to Application Software.

(P) **Periodic Technical Status Reviews**

Periodic Technical Status Reviews will include:

- Assessing and recommending any changes to the Software configuration/settings, and providing technical guidance.

- Comparing progress to date against goals.
- Addressing limitations or influences related to IT and Infosec adoption plan.
- Making recommendations on leveraging best practice guides, training, marketing material or suggesting process changes to better achieve desired outcomes.

(Q) **Application Software Integration in IT environment**

Support associated with integrating the Application Software into Your IT environment, and ongoing guidance to Your helpdesk personnel in providing internal support to users of the Application Software. Examples include:

- Providing best practice training of Your help desk personnel on processes and product features.
- Conducting periodic Cisco system risk evaluation for on-premises deployments (at Cisco's discretion).

(R) **Technical Consultation and Expedited Case Resolution**

During Business Hours, a technical subject matter expert will:

- Facilitate resolution of Severity 1 and Severity 2 cases.
- Provide consultation for any work arounds or recommended actions based on any available root cause analysis.
- Provide periodic technical reviews.

(S) **Safeguards to Support Product Availability**

Safeguards against known issues and changes that may affect operation and availability of the Application Software.

(T) **Planned Product Change Impacts**

Consultation for planned Product changes that may affect availability of Application Software or its feature set.

(U) **Growth Planning Support**

Semi-annual consultation to help planning for upgrades, expansion, and migration for any necessary deployment growth.

(V) **Annual Summary**

Provide an annual summary for:

- case trend analysis
- software configuration review
- recommendation for any changes.

## 2.2 Insights and Analytics

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

(A) **Asset and License View**

Asset and License View provides 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) **Case Management**

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.

(C) **Field Notices**

Field Notices provide non-security Product issue alerts affecting Your Network.

(D) **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.

(E) **Priority Bugs**

Priority Bugs diagnose and detail Product and Software vulnerabilities to ensure You can manage risk and resolve issues throughout Your maintenance, operation, and upgrades.

(F) **Rapid Problem Resolution**

Devices where You have enabled this feature will utilize connected telemetry to automatically send syslogs to TAC when cases are opened.

(G) **Automated Fault Management**

Automated Fault Management monitors Your technology environment for faults by examining logs and can also open a service request with Cisco when a fault is detected.

(H) **Case Management Key Performance Indicators**

Case Management KPIs use support operations data to monitor and track KPIs.

(I) **Optimal Software Versions**

Optimal Software Versions help You select the appropriate Software version when updating Software based on suggestions from Cisco's unified digital experience.

(J) **Regulatory Compliance Checks**

Regulatory Compliance Checks provide on-demand and system-scheduled checks to help identify Cisco devices or Product configurations that may be out of compliance with common industry standards such as PCI and HIPAA.

(K) **Risk Mitigation Checks**

Risk Mitigation Checks monitor the technology environment and identifies Products that present conditions associated with increased risk. Once Products are identified as at-risk, a remediation plan can be created to reduce risk.

(L) **Advanced Support Analytics**

Customer Report of Support Case Analysis for Severity 1 and Severity 2 issues with best practices in reducing these types of Support Cases.

## 2.3 Contextual Learning

Contextual Learning provides learning content via Cisco U. Cisco Support – Signature includes e-learning, remote practice labs, certification practice exams, and Cisco certification prep training. Signature is limited to twenty (20) usernames/learners. Once usernames are established, changes can be made by contacting Cisco. Unused seats will not carry over to the next Service Term.

(A) **Cisco Support E-Learning**

Access to curated content that provides basic instructions aligned to Products and software services and take part in digital Learning Paths developed by Cisco experts.

(B) **Remote Practice Labs**

Online access to learning labs and lab guides includes instructions for lab practice assignments. You can access real Hardware and Software, not simulations.

(C) **Certification Practice Exams**

Access to practice exams.

(D) **Certification Prep Training**

On-demand access to full-featured product training and certification prep Learning Paths with assessment questions to track skills-building relevant to Cisco technologies.

### 3. Customer Responsibilities

- To access all features, You will 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, You acknowledge that Cisco will be unable to provide certain elements of the Service. You are responsible for providing any hardware or software necessary to support the Data Collection Tools and the collection process.
- You are not entitled to Advance Hardware Replacement if you do not purchase an RMA service level.
- Provide thirty (30) days' notice of: (1) requested additions to Your equipment list and (2) Products that have been moved to a new location. Services will be provided to You beginning thirty (30) days of receipt of such notification.
- Defective parts must be returned in accordance with the [Cisco RMA Policy for Warranty and Hardware Support Contract Returns](#).
- You are responsible for proper packaging of the returned parts and must include a description of the failure and the written specifications of any changes or alterations made. It is important to return only the components for which replacements have been provided. Accessories and other modular components should be transferred to the replacement device and not included with the return item. Cisco is not responsible for excess items returned in error.
- Packages for replacement in accordance with this subsection will be shipped by customer Delivered at Place (DAP) (Incoterms 2020), including any applicable import duties, taxes and fees. Customers under a current service maintenance contract for the replacement hardware or participating in Cisco's Trade In program may be able to schedule a pickup of authorized returns at no additional charge using Cisco's Product Online Web Returns (POWR) tool located at [www.cisco.com](http://www.cisco.com).
- You are responsible for international customs duties, fees, and taxes associated with Advance Replacement.
- Advise Cisco on Customer's Network Operations Center (NOC) setup such as staffing groups, tools, communications and escalation process, contacts, and field support groups.
- Identify Your personnel and define their roles in the participation of the Services.
- Ensure Your personnel are available to participate during the Services to provide information and to participate in scheduled information gathering sessions, meetings and conference calls.



- Advise Cisco of standard operating procedures related to Customer's business practices and its internal operational nomenclature.
- Collaborate with Cisco's Engineers to create the following as necessary for purposes of assisting with issue resolution and implementation of appropriate Solutions:
  - Provide topology map with IP networks.
  - Provide design and configuration templates.
  - Provide reasonable electronic access to Customer's network for Cisco to provide the Service.
  - Provide 3 Business Days' notice for SMW requests.
  - Provide Your proposed, current, and planned Hardware changes, Software upgrades and/or configuration changes, and Methods of Procedures (MOP).
  - Design and configuration templates.
- Provide reasonable electronic access to Your network for Cisco to provide the Service.
- Provide timely information required for ticket resolution and closure.
- Designate a representative to act as the primary interface with Cisco. This representative will work with Cisco to resolve any contract related issues.
- Provide necessary information on inventory to Cisco to complete the reconciliation process and provide written confirmation of the install base. The confirmed install base will act as a baseline for Cisco to identify changes throughout the engagement.
- Provide regular updates to Cisco on network changes and attend the periodic business reviews.
- Provide the asset locations to Cisco for all devices covered under contract.