

Service Description

Cisco Support Regional

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 Regional is a Service that applies to Cisco Products and solutions that include both Hardware and Software from Cisco only, including, not limited to, FedRAMP Low, Moderate, and High Software as a Service, or from Cisco and Solution Alliance Partners and are comprised of solely Cisco Products and products provided by third party vendors (“Solution Alliance Partner(s)”).

Cisco Support Regional options entitle You to technical support from a team of TAC engineers and to resources for proactive support (where available), all provided in alignment with the requirements of United States (US) public sector and relevant national security programs, including provision of Services by authorized in-country US Persons. US Persons means: (1) a citizen or national of the US; (2) a permanent resident of the US; (3) a refugee in the US; or (4) an asylee in the US. Cisco cases and correspondence data provided by Customer to Cisco for the purposes of Cisco’s provision of Cisco Support Regional is stored in United States. This data is not subject to international data transfers and is stored on network with access controls.

Cisco provides support for Cisco Partner hosted and managed solutions only if the solution is deployed and offered in a manner consistent with the then-current, applicable program requirements, if any. Cisco may deny or cease providing support if the Cisco Partner’s solution does not or no longer meets the program requirements.

2. Cisco Responsibilities

2.1 Cisco will provide access to TAC twenty-four (24) hours per day, seven (7) days per week to assist online or by telephone with solution use, configuration, and troubleshooting issues.

(A) Response times for Severity Levels 1 and 2 calls are within thirty (30) minutes.

(B) Response times for Severity Levels 3 and 4 calls:

(1) For cases created between 8:00 AM to 8:00 PM Eastern Time Monday through Friday – within one (1) hour;

(2) For cases created outside of 8:00 AM to 8:00 PM Eastern Time Monday through Friday – within the next Business Day.

- 2.2 Access to Cisco.com for information on the solution and Products being supported. Please note that access restrictions identified by Cisco may apply.
- 2.3 To the extent allowed by You and our Solution Alliance Partners, Cisco will provide technical issue management for issues encountered with the solution.
- 2.4 In the event Cisco determines escalation to a Solution Alliance Partner for Third Party Product support is necessary, Cisco will work with You and the applicable Solution Alliance Partner to open a case in the Solution Alliance Partner's case management system using Your entitlement to support with the Solution Alliance Partner.
- 2.5 As part of the Service, it may be necessary for Cisco to disclose Your information to the applicable Solution Alliance Partner. Such information may include logs and contact information.
- 2.6 Your Cisco primary point of contact will provide updates on actions taken to resolve Your issue.
- 2.7 Product Support. Except as described above in 2.1, as part of the Service, Cisco will provide the Services described in the Cisco Responsibilities of the relevant technical support Services service descriptions for the Cisco Products that comprise the Solution.
- 2.8 Application Software Updates for SaaS: Any patches, Maintenance Release, Minor Release, and Major Release of the Application Software will be incorporated into the SaaS, and Cisco will not provide as downloads to You.
- 2.9 Additional Options (available for purchase)
- (A) Configuration and Integration Guidance
- Entitlement for guidance for Smart Account structure setup and Software license activation.
 - 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.
 - Periodic Technical Status Reviews will include:
 - Assessing and recommending any changes to the Software configuration, 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.
 - Application Software Integration in IT will include:

- 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.
- 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).

(B) Technical Expert Consultation

- Entitlement for guidance for Smart Account structure setup and Software license activation.
- During Business Hours, a technical subject matter expert will:
 - Provide consultation for any work arounds or recommended actions based on any available root cause analysis.
 - Provide periodic technical reviews.
 - 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.
 - Periodic Technical Status Reviews will include:
 - Assessing and recommending any changes to the Software configuration 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.
 - Application Software Integration in IT will include:
 - 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.
 - 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).
 - Safeguards against known issues and changes that may affect operation and availability of the Application Software.
 - Consultation for planned Product changes that may affect availability of Application Software or its feature set.
 - Semi-annual consultation to help planning for upgrades, expansion, and migration for any necessary deployment growth.
 - Provide an annual summary for:
 - Case trend analysis
 - Software configuration review

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

3. Customer Responsibilities

- 3.1 Ensure that Cisco Support Regional is purchased with all applicable Products and areas of coverage that are a part of the covered solution. If Cisco Support Regional is not purchased for all elements in the solution, support coverage may be delivered at a reduced service level applicable to Product level Support.
- 3.2 You are required, at Your expense, during the term of the Services, to procure and sustain a level of technical maintenance and support for all elements of the solution including products purchased from Solution Alliance Partners. You will purchase support for all Solution Alliance Partner products directly from the Solution Alliance Partner. Cisco's ability to coordinate with the Solution Alliance Partner support team is contingent upon an appropriate level of technical support on all Cisco Solution Alliance products used in the solution.
- 3.3 Unless otherwise instructed by Cisco, You will open all cases using the Service contract number.
- 3.4 You acknowledge that it is necessary for Cisco to disclose Your information to Solution Alliance Partners for the purposes of case response, product specific support, advance troubleshooting and product issue resolution and You authorize such disclosure. It is Your responsibility to ensure the Solution Alliance Partner adheres to Your compliance requirements.
- 3.5 Provide, at Your expense, reasonable access to Your solution Products through the Internet to establish a data communication link between You and the Cisco engineer and/or Solution Alliance Partner support personnel as applicable and systems passwords so that problems may be diagnosed.
- 3.6 You will be required to have and maintain permissions to access Solution Alliance Partner websites for Solution Alliance Partner software releases (i.e., patches, updates, and upgrades) as well as for specific information, documentation and knowledge base related to Solution Alliance Partner Software that is deployed in the solution.
- 3.7 For Cisco Support Regional Services that require following a Cisco design, You will be required to implement and maintain the solution being covered following the guidance set out in the current version of such design in all material respects.
- 3.8 Update to the latest Cisco, and/or latest Solution Alliance Partner software release, if advised by Cisco or Solution Support Alliance Partner, as applicable, to correct a reported problem.
- 3.9 Provide any hardware and/or software required to perform fault isolation.

3.10 Cisco will provide Product support. When You purchase Cisco Support Regional Service for the Product, You will comply with the Customer Responsibilities described in the applicable technical support Services Service Description for the Cisco Products that comprise the solution.

3.11 The provision of the Services by Cisco assumes that You will facilitate Cisco Support Regional Services as follows:

- Make all reasonable efforts to isolate the Application Software problem prior to requesting support from Cisco and provide any Hardware required to perform fault isolation.
- Acquire, install, configure, and provide technical support for third-party Products, including upgrades required by Cisco.
- Maintain any local and wide-area data Networks and equipment required by Cisco for operation of Application Software.
- Maintain Your entire Application Software implementation for configurable Application Software currently in use under the same Service option for Cisco to provide Services for any portion of Your Application Software implementation.

In addition, the provision of the Configuration and Integration Guidance and Technical Expert Consultation, Cisco assumes that You will facilitate Services as follows:

- To perform analytics on consumption data to help improve feature usage, You will provide consumption information via any mutually agreed method.
- Designate Software users, IT administrators, and help desk personnel to attend and participate in training and support process reviews, when applicable.
- Your designated Software users will complete any necessary training made available by Cisco that are recommended for the Products purchased by You.
- Advise Cisco of Your standard operating procedures related to Your business practices, Your internal operational nomenclature and Environment.
- Maintain the entire Software implementation for each technology in use under the same Software Support option for Cisco to provide Services for any portion of the Software implementation.