



Service Description

Cisco Support

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

Feature availability may vary. Refer to [Architecture Overview](#) for more information.

Cisco Support (Hardware)				
Capabilities	Features	Standard	Enhanced	Signature
Trusted Support	Hardware RMA	•	•	•
	Access to TAC	•	•	•
	Software Updates	•	•	•
	Support Communities	•	•	•
	Automated RMA		•	•
	Centralized Issue Management		•	•
	Prioritized Case Handling		•	•
Insights and Analytics	Asset and License View	•	•	•
	Case Management	•	•	•
	Field Notices	•	•	•
	Security Advisories	•	•	•
	Adoption View		•	•
	Priority Bugs		•	•
	Rapid Problem Resolution		•	•
	Automated Fault Management			•
	Case Management KPI's			•
	Optimal Software Versions			•
	Regulatory Compliance Checks			•
	Risk Mitigation Checks			•
Contextual Learning	E-Learning		•	•
	Remote Practice Labs			•
	Certification Practice Exams			•
	Certification Prep Training			•

Cisco Support (Software)				
Capabilities	Features	Standard	Enhanced	Signature
Trusted Support	Access to TAC	•	•	•
	Software Updates	•	•	•
	Support Communities	•	•	•
	Centralized Issue Management		•	•
	Prioritized Case Handling		•	•
	Technical Onboarding and Adoption		•	•
	Expert Guidance for Software Deployments			•
Insights and Analytics	Advanced Support Analytics			•

Note: The OS on Hardware devices is not covered under Software features.

2. Cisco Responsibilities

Cisco will provide the 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, Hardware RMA options, Software Updates, and Centralized Issue Management to expedite issue resolution.

(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
- 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	<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>Shipped 8x5xShipNext 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	Onsite Option	Self	No Onsite
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 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).

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

- 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 (available only for Standard):** Where available, if You purchase this Service, You may retain the defective drive in connection with troubleshooting a drive problem.
- Defective Asset Retention Option:** Limited availability to qualified government classified customers and for resale to pre-qualified classified Customers. Certain programs may also use the CDAR Service. In the event You purchase this Service, you may retain and destroy certain Cisco Products that are defective.
- Return To Factory Option:** Available only to qualified service provider Customers. Return to Factory does not support Hardware Advance Replacement. You must ship defective Hardware to Cisco at Your 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
Severity 1	1 hour	30 minutes	30 minutes
Severity 2	1 hour	30 minutes	30 minutes
Severity 3	NBD	1 hour*	1 hour*
Severity 4	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).

Software

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

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 applicable Software Releases.

(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) **Centralized Issue Management**

Centralized Issue Management provides access to solution experts who act as a primary point of contact across a solution of Cisco and Cisco approved third-party provider ("Solution Alliance Partner") products that will either resolve or actively manage the issue to resolution. This service applies to environments comprised of Cisco and Cisco approved Solution Alliance Partners products, where You maintain: (1) Cisco Support Enhanced on all Cisco Products (where available) and (2) an appropriate level of technical support on all Solution Alliance products used in the solution.

- Access to solution experts who act as a primary point of contact.

- Primary point of contact will either resolve or actively manage the issue to resolution by Cisco Product experts or, to the extent allowed by Solution Alliance Partners, coordinate Your actions.
- 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.

(G) **Prioritized Case Handling**

Support cases are prioritized above the Standard option.

(H) **Technical Onboarding and Adoption (Software Only)**

Guidance on integrating Software, managing system risk, and usage.

(I) **Expert Guidance for Software Deployments (Software Only)**

Consultation and review of planned Product changes in Your IT environment and expediting resolution for Severity 1 and Severity 2 Software cases during Business Hours.

2.2 Insights and Analytics

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

(A) **Asset and License View**

Asset and License View shows an up-to-date list of Products, model and serial number, licenses and contract term information, latest OS version, installed-at location, support contract details, and End-Of-Life.

(B) **Case Management**

Case Management displays information regarding support cases opened with Cisco, including the number of open and closed cases, new cases opened in the last month, RMA cases, and support cases categorized by Severity Level.

(C) **Field Notices**

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

(D) **Security Advisories**

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

(E) **Adoption View**

Adoption View also shows information about Software enabled features such as feature activation, adoption, and utilization, to enable proper Product configuration.

(F) **Priority Bugs**

Priority Bugs diagnose and detail Product and Software bugs that are actively affecting Your network.

(G) **Rapid Problem Resolution**

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

(H) **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.

(I) **Case Management KPIs**

Case Management KPIs use support operations data to monitor and track Key Performance Indicators (KPI), with which You can monitor key operational performance measures, identify service request performance trends, and measure problem management operational efficiency.

(J) **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.

(K) **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.

(L) **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.

(M) **Advanced Support Analytics (Software Only)**

Customer Dashboard 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 Cisco Support 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) **e-Learning**

Gain 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 to help you to identify any gaps in your knowledge or areas of weakness that you should focus on to prepare for a live certification exam.

(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 all Cisco technologies.

3. Customer Responsibilities

- To access all features, You 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, 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.
- You are responsible for international customs duties, fees, and taxes associated with Advance Replacement.