



## Service Description: Cisco Mission-Critical Support Service for Intelligent Automation Products

This document describes the Cisco Mission-Critical Support Service for Intelligent Automation (IA) Products. This service is only available where Product is also supported with an active SASU (Software Support and Update support) contract.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/): (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

**Direct Sale from Cisco:** If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) with Cisco. In the event of a conflict between this Service Description and your MSA, this Service Description shall govern. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Mission-Critical Support Service for IA at the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco

**Sale via Cisco-Authorized Reseller:** If you have purchased these Services through a Cisco-Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/). All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Mission-Critical Support Service for IA at the end of this document have the meaning ascribed in the Glossary of Terms at the above URL

Cisco shall provide the Cisco Mission-Critical Support Service for IA described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

### Cisco Mission-Critical Support Service for IA Products

Cisco shall provide the following during Standard Business Hours (unless otherwise stated):

#### Cisco Responsibilities:

- **Technical Account Management:** Cisco will designate a technical account manager (“TAM”) as the primary interface with Customer for issues and topics. The TAM will perform the following types of activities:

- Develop and maintain the Mission-Critical Support Service for IA support plan that captures the Customer specific goals, objectives and upcoming activities. This document outlines the key areas of focus for the Cisco Mission-Critical Support Service for IA engagement and will be updated quarterly or as mutually agreed by the Customer and Cisco.
- Develop and maintain a layout of interconnected devices (“Topology Map”) for the Environment that provides the Customer and Cisco with a view that can assist with trouble shooting and planning exercises. The Topology map will be updated quarterly or as mutually agreed by the Customer and Cisco.
- Develop and maintain a list of mission-critical supported devices that lists the software license information, software version and location (“Software Asset Report”). The Software Asset Report will be updated quarterly or as mutually agreed by the Customer and Cisco.
- Facilitate Intelligent Automation Software products problem resolution case management for technical issues reported to Cisco by Customer when necessary as determined by the Technical Account Manager or when requested by Customer. This includes helping the Customer to determine if appropriate resources are being applied to technical issues reported. This also includes coordination of case management activities with third parties when requested and enabled by the Customer.
- Provide a basic health check assessment of the Environment. The executive level health check report provides system level awareness of potential problem areas and general health summary of the Environment. The health check will be performed twice a year
- Provide an assessment of the various Software versions and patches implemented, including Third Party IA Software, within Customer’s Environment.
- Provide notification of any critical issues that are recognized as potentially impacting the Environment. This includes but is not limited to severity 1 and 2 issues and Product Security Incident Response Team (“PSIRTs”) advisories.
- Develop content for the quarterly operational reviews and data analysis reports prepared by Cisco to

address Customer cases submitted to TAC. These will be at minimum cover reactive support contract usage, case statistics, quality issues, overall case analysis (by product type, case priority, etc.), and End of Life approaching for the software covered by Mission-Critical Support Service for IA.

- Conduct regularly scheduled conference calls with Customer to discuss operational TAC issues, track open cases and report progress on resolution of open cases.
- Provide informal instructional sessions on troubleshooting tools, and processes during Cisco's onsite visits.
- Performance by Cisco under the Technical Account Management activity of the Cisco Mission-Critical Support Service for IA may begin up to thirty (30) days, following the date of Purchase Order acceptance by Cisco.
- **Direct Technical Support:** Cisco shall provide the following Direct Technical Support, where available, on a twenty-four (24) hours per day, seven (7) days per week basis:
  - Provide direct access to the Direct Technical Support team via a Cisco provided phone number.
  - When direct access phone number is used, Cisco will respond to Customer within thirty (30) minutes on Severity 1 or Severity 2 calls. For Severity 3 and Severity 4 calls, response shall be within sixty (60) minutes.
  - When calls are placed directly to TAC rather than to the direct access phone number as noted above, Cisco will respond within its standard response times of one (1) hour for all calls received during Standard Business Hours and for Severity 1 and 2 calls received outside Standard Business Hours. For Severity 3 and 4 calls received outside Standard Business Hours, Cisco will respond no later than the next Business Day.
  - Provide on a quarterly basis operational case trending analysis (not to exceed 4 per year).

#### Customer Responsibilities:

The provision of the Services by Cisco assumes that Customer will:

- Maintain all Products covered by Cisco Mission-Critical Support Service for IA on active SASU contracts for the duration of the Cisco Mission-Critical Support Service for IA contract.

- Provide thirty (30) days Notice to Cisco of any requested addition(s) to the list of equipment covered by Cisco Mission-Critical Support Service for IA.
- Notify Cisco, using Cisco.com, of software product on the equipment, which Customer has moved to a new location within thirty (30) days of such relocation. Please be aware that the Services will be provided to Customer beginning thirty (30) days after receipt of Customer's notification. Cisco will also need Customer to notify Cisco of any modification to the Product and configuration including upgrades or changes to FRUs not in the original configuration within five (5) days of such modification.

#### Technical Account Management:

- Designate a representative to act as the primary interface with Cisco.
- Coordinate onsite visits by Cisco and provide thirty (30) day notice of the scheduled visit. In the event the date for the scheduled visit is changed, Customer may be subject to additional charges.
- Attend regularly scheduled conference calls for open case reviews.

#### Direct Technical Support:

- Report Severity 1 & 2 problems directly (e.g. by telephone) using the Cisco provided phone number. Response times do not include problems reported via CCO or other electronic means.
- Advise Cisco of its standard operating procedures related to its business practices, its internal operational nomenclature and Environment to allow Cisco to effectively communicate and discuss cases with Customer in the context of Customer's business environment.
- Provide reasonable electronic access to Customer's Environment to assist Cisco in providing support.

<b>Supplemental Glossary of Terms for Cisco Mission-Critical Support Service for IA Products</b>
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**Environment** means a set of interconnected and interworking Cisco supported Software that is implemented, operated, and supported by Customer.

**Independent Software Vendor** means a supplier of Third Party IA Software.

**Third Party IA Software** means software developed by an Independent Software Vendor. This software may include both

initial software releases and upgrades/updates developed after

initial release by the Independent Software Vendor.