



Cisco Severity and Escalation Guidelines

End-User must assign a severity to all problems submitted to Cisco.

Severity 1 means an existing Network or Environment is down or there is a critical impact to End User's business operation. End User and Cisco both will commit full-time resources to resolve the situation.

Severity 2 means operation of an existing Network or Environment is severely degraded or significant aspects of End User's business operation are negatively impacted by unacceptable Network or Environment performance. End User and Cisco both will commit full-time resources during Standard Business Hours to resolve the situation.

Severity 3 means operational performance of the Network or Environment is impaired, although most business operations remain functional. End User and Cisco both are willing to commit resources during Standard Business Hours to restore service to satisfactory levels.

Severity 4 means information is required on Cisco product capabilities, installation, or configuration. There is little or no impact to End User's business operation. End User and Cisco both are willing to provide resources during Standard Business Hours to provide information or assistance as requested.

If you do not believe that adequate progress is being made or that the quality of Cisco service is satisfactory, we encourage you to escalate the problem to the appropriate level of management by asking for the TAC duty manager.

Figure 1 Cisco Escalation Guideline

Elapsed Time*	Severity 1	Severity 2	Severity 3	Severity 4
1 hour	TAC Team Alert (Mgr copied)			
2 Hour	TAC Manager (Global Mgrs and Duty Managers copied)			
4 hours		TAC Team Alert (Mgr copied)		
5 Hours	TAC Director	TAC Manager (Global Mgrs and Duty Managers copied)		
12 Hours	TAC Director Second Alert			
24 hours	VP, Global Technical Center	TAC Director		
48 hours	President	VP, Global Technical Center		
72 hours			TAC Manager	
96 hours		President	TAC Director	TAC Manager

* Severity 1 escalation times are measured in calendar hours—24 hours per day, 7 days per week. Severity 2, 3, and 4 escalation times correspond with Standard Business Hours.