



## Service Description: Cisco Solution Support Services

This document describes the Cisco Solution Support Services offering.

**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 Unified Solution Support Services 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 Solution Support Services at the end of this document have the meaning ascribed in the Glossary of Terms at the above URL.

### Services Summary

Cisco Solution Support Services applies to solutions, infrastructures and appliances that have been either: defined in a Cisco Solution Support Service Definition Document, or Implemented following guidance of the covered Cisco Validated Design in all material respects. Cisco Solution Support Services as described in this document are intended to supplement product-level maintenance and support agreements from Cisco and Cisco's Solution Technology Partner(s) where all products in the Solution are supported through product support services. The ability of Cisco to interact with both Cisco product support and product support from our Solution Technology Partner(s) will depend on the Customer's entitlement to product support.

Cisco Solution Support Services provides access to a team of Solution experts, who provide a primary point of contact for issues found within the Solution. By combining these Cisco Solution Support resources with the Customer's entitlements to technical support on all hardware and software elements that comprise the Solution, Cisco delivers support for the Solution, both directly and through coordination of product maintenance

and support activities needed to troubleshoot and address issues across the Solution.

### Cisco Solution Support Services

#### Cisco Responsibilities:

- Cisco Solution Support Center access 24 hours per day, 7 days per week to assist by telephone, fax, electronic mail or the internet with Solution use, configuration and troubleshooting issues. Cisco will respond within thirty (30) minutes for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond within one (1) hour for all calls received during Standard Business Hours and for calls received outside Standard Business Hours, Cisco will respond no later than the next Business Day.
- Manage problems according to the [Cisco Severity and Escalation Guideline](#).
- Access to Cisco.com for information on the Solution being supported. This system provides Customer with helpful technical and general information on the Solution. Please note that access restrictions identified by Cisco may apply.
- To the extent allowed by our Solution Technology Partners, Cisco will provide technical issue management for issues encountered with the Solution.
- In the event Cisco determines escalation to a Solution Technology Partner for Third Party Product support is necessary, Cisco will work with the Customer and the applicable Solution Technology Partner to open a case for the Customer in the Solution Technology Partner's case management system.
  - As part of the Services, it may be necessary for Cisco to disclose Customer information to the applicable Solution Technology Partner. Such information may include logs and contact information.
  - Cisco will provide information, to the extent allowable, to Solution Technology Partner in support of Solution Technology Partner conducting diagnosis and resolution of the Customer's issue.
  - Cisco will provide updates on actions taken to resolve the Customer's issue as a single point of contact.

- For some products, Cisco may open cases on behalf of Customer with Solution Technology Partner provided Customer and Solution Technology Partner have agreed to allow Cisco to act as Customer's agent in this limited capacity.

#### Customer Responsibilities:

The provision of the Service assumes that Customer will:

- Ensure that Cisco Solution Support or Solution Support with Smart Net Total Care is purchased to cover the solution and all Cisco products that are a part of the covered Solution.
- Provide a severity level as described in the [Cisco Severity and Escalation Guideline](#) for all Customer support requests.
- Unless otherwise instructed by Cisco, Customer will open all cases, where Solution support is expected, with Cisco and using the service contract associated with the Cisco Solution Support Service.
- Customer acknowledges that it will be necessary for Cisco to disclose Customer information to Solution Technology Partners for the purposes of case response, product specific support, advance troubleshooting and product issue resolution and Customer authorizes such disclosure.
- Customer is required, at the Customer's expense, during the term of the Services, to procure and sustain a level of technical maintenance and support on all hardware and software elements of the Solution, at no less than a reasonable level for elements operating in a production environment.
- Provide, at Customer's expense, reasonable access to Solution elements through the Internet or via modem to establish a data communication link between Customer and the Cisco engineer and/or Solution Technology Partner support personnel as applicable and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.
- Customer will be required to have and maintain permissions to access Solution Technology Partner websites for Solution Technology Partner software releases (i.e., patches, updates and upgrades) as well as for specific information, documentation and knowledge base related to Third Party Software that may interact with the Solution.
- For Solution Support Services that requires following a Cisco Validated Design, Customer will be required to implement and maintain the Solution being covered following the guidance set out in a current version of the Cisco Validated Design in all material respects.
- Provide thirty (30) days Notice to Cisco of material increase in the scale of the Solution being supported.

- Provide current shipment contact information as follows: contact name, title, address, telephone number, e-mail address, and fax number.
- Provide valid and applicable contract numbers, component level serial numbers or other applicable entitlement information as requested by Cisco or the applicable Solution Technology Partner for problems and issues reported to Cisco. Cisco may also require Customer provide additional information in the form of location of Solution components, city location details and Postal code information.
- When requested, provide Cisco with a list of all personnel that Customer has authorized to contact Cisco or access Cisco.com for Services. Customer is responsible for reviewing the list on an annual basis and adding or removing personnel as necessary
- Update to the latest Cisco, and/or latest Solution Technology Partner software release, if advised by Cisco or Solution Technology Partner, as applicable, to correct a reported problem.
- Pay to Cisco and/or Solution Technology Partners all engineering time, travel, and out-of-pocket expenses if Customer request performance of onsite Services or Services outside the scope of this document.
- Provide any hardware and/or software required to perform fault isolation.
- Acquire and maintain technical support for all Cisco and Technology Partner products interacting with the Solution, including application of upgrades required by Cisco or the Technology Partner.

#### Supplemental Glossary of Terms for Cisco Solution Support Services

- **Cisco Solution Support Service Definition Document** means a document identifying technology infrastructures supported under the Cisco Solution Support Services and the varying levels (Tier 1, Tier 2 or Tier 3) of coverage provided by Cisco on Third Party Products.
- **Cisco Validated Design** means a design created and validated by Cisco and published on Cisco.com at [www.cisco.com/go/designzone](http://www.cisco.com/go/designzone), incorporated herein by reference.
- **Independent Software Vendor** means a supplier of Third Party Software.
- **Solution Technology Partner** means an independent technology supplier whose products have been validated for inclusion by Cisco in a Cisco Validated Design.
- **Solution** means a solution or appliance based on a Cisco Validated Design or addressed in the Cisco Solution Support Service Definition Document.

- **Third Party Software** means software developed by either a Solution Technology Partner or an Independent Software Vendor. This software may include both initial software releases and upgrades/updates developed after initial release by the

Solution Technology Partner or an Independent Software Vendor, as applicable.

- **Third Party Product** means non-Cisco hardware or software Customer has acquired directly from Solution Technology Partner that is used within the Solution.