



Service Description

Extended End of Software Maintenance 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

Extended End of Software Maintenance provides You certain operating system Software maintenance release(s) for operating system Software versions that have reached the end of their life cycle as described in Cisco's End of Life Policy (currently available at: http://www.cisco.com/en/US/products/products_end-of-life_policy.html) as applicable on the order. You may purchase this Service as early as the End of Sale date of the underlying IOS version and for a duration of up to two (2) years past the Last Date of Support of the corresponding Hardware. The releases described below are limited to critical severity which (a) adversely affect Your network service, (b) which have been identified by You to Cisco in writing, and (c) subsequently qualified via Cisco's evaluation process during the Services Term.

Extended End of Software Maintenance Support excludes, without limitation, any TAC Support, Hardware, or other Software support, such as upgrades, updates and/or engineering specials.

2. Cisco Responsibilities

- Software maintenance support consists of the following:
 - Cisco will assess the Customer-Found Defect ("CFD") for applicability to the Hardware and configuration in Your deployment. If applicable, Cisco will first attempt to provide a workaround. If there is no workaround, Cisco will attempt to patch the CFD and provide a maintenance release based on the latest release.
- Cisco will use commercially reasonable efforts to do the following:
 - Provide Extended Software Maintenance Support for operating system Software for the relevant IOS Software running on the applicable Hardware identified by You and validated by Cisco.
 - Work with You to isolate and address the issue(s).



3. Customer Responsibilities

- Engage your Cisco Account Team to obtain a Cisco private drop site for the Software security release(s).
- Maintain active service coverage for all identified Hardware platform(s) throughout the Services Term.
- Implement a migration plan to remove and/or replace the End of Support Software by the end of the Services Term.
- You may not make any changes in hardware platform, configuration, scale or topology from the current deployment.