Service Description

Cisco Independent Hardware Vendor Services

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 Independent Hardware Vendor Services ("IHV Service") is a Service offer for approved third-party hardware products ("IHV Hardware") where Cisco is Your primary point of contact to coordinate support with the third-party hardware vendor ("IHV").

2. Cisco Responsibilities

2.1 Cisco will provide Level 0 and Level 1 support for the IHV Hardware. "Level 0" means Cisco will validate that Your request is related to the IHV Hardware and that it is entitled to support. "Level 1" means Cisco will provide initial triage, troubleshooting, and issue resolution on matters for which it has been sufficiently trained and empowered by the IHV.

You will have access to TAC 24 hours per day, seven days per week online or by telephone to assist You with IHV Hardware use, configuration, and troubleshooting issues.

- Initial response times for Severity Levels 1 and 2 calls are within 30 minutes.
- Initial response times for Severity Levels 3 and 4 calls are within one hour during Business Hours and Next Business Day after Business Hours.

If Cisco determines that escalation to the IHV for support is necessary, Cisco will work with You and the IHV to open a case in the IHV's case management system using Your IHV support entitlement.

2.2 You will have access to Cisco.com for information on the solution that includes the IHV Hardware. This access provides You with helpful technical and general information on Cisco Products and solutions. Access restrictions identified by Cisco may apply.

2.3 It may be necessary for Cisco to disclose Your information to the IHV for the purposes of case response, advance troubleshooting and issue resolution. This information may include logs and contact information.

2.4 Your Cisco primary point of contact will provide You with updates on actions Cisco takes to help resolve Your issue.

3. Customer Responsibilities

3.1 You must purchase a support contract from the IHV for the IHV Hardware.

3.2 You must make all reasonable efforts to isolate the IHV Hardware problem prior to requesting support from Cisco.

3.3 You must open a case with Cisco for the initial service investigation unless otherwise instructed by Cisco. Some features are dependent on You sharing data with Cisco.

3.4 To access all features of the IHV Service, You must permit the Data Collection Tools to access all of Your network devices that are 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 IHV Service. You are responsible for providing any hardware or software necessary to support the Data Collection Tools and the collection process.

3.5 For IHV Services that require that You follow a Cisco design, You must implement and maintain the covered solution following the guidance set out in the current version of that design in all material respects.

3.6 You must update to the latest Cisco, and/or latest IHV software release, if advised by Cisco or the IHV, as applicable, to correct a reported problem.

3.7 You must acquire, install, configure and provide technical support, including upgrades required by Cisco, the IHV, or related Services, for all third-party products not covered by this IHV Service that interact with the IHV Hardware.