Service Description
Support for Cisco Catalyst Software Subscription for Switching

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

This document describes the base Product level support Services that are included with active Cisco Catalyst Software subscriptions for switching.

2. Cisco Responsibilities

2.1 Trusted Support

- Cisco will provide access to TAC twenty-four (24) hours per day, seven (7) days per week to assist with Product use, configuration, and troubleshooting issues via online tools, web case submission, and telephone.
    - Response times for Severity Levels 1 and 2 calls are within four (4) hours.
    - Response times for Severity Levels 3 and 4 calls are within the Next Business Day.

2.2 Cisco.com

You may access:
- Cisco.com, which provides You with helpful technical and general information on Cisco Products and access to Cisco's on-line Software Central library. Please note that access restrictions identified by Cisco from time to time may apply.
- Cisco Support Communities.
- A smart portal (for access to install-base reports), smart applications (to manage service entitlement and other features), and collector software (to collect information relating to installed Cisco Product configuration and inventory).

2.3 Software Download

Cisco will make the following available to You:
- Operating system and Cisco Catalyst Software updates, work-around solutions and/or patches to reported Software problems using reasonable commercial efforts. Cisco will either make a Software patch available from the Cisco Software Central library (www.cisco.com/go/software) or provide a Maintenance Release to You for the Product experiencing the problem.
- Software Releases and supporting Documentation (where available and where You request these for supported Software).
- Collector Software with the features enabled as the default configuration to collect data upon installation. Such collections will continue until such time as the Data Collection Tools are disabled or uninstalled.

3. Customer Responsibilities

- Designate an administrator to initiate a smart portal account creation, configure Data Collection Tools, and manage additional users on Your smart portal account.