



# Cisco Base Level Service

## Service Description

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# 1. Overview

## 1.1 Base Level Service

This document describes Base Level Service Device Level Support

- TAC
- RMA
- Software Download
- Cisco.com

Note: 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.

Please note that this support is applicable to certain Cisco Collaboration products.

## 1.2 Cisco Branded Service

Base Level Service is a Cisco Branded Service.

- **Direct Sale from Cisco.** If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) or equivalent services agreement with Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern. All capitalized terms not defined in the Supplemental Glossary of Terms 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 Channel.** If you have purchased these Services through a Cisco Authorized Channel, this document is for description purposes only; it is not a contract between you and Cisco. The contract, if any, provided by your Cisco Authorized Channel, governing the provision of this Service will be the one between you and your Cisco Authorized Channel. All capitalized terms not defined in the Supplemental Glossary of Terms at the end of this document have the meaning ascribed in the Glossary of Terms in the Related Documents above.

For a copy of this or any other Cisco service descriptions, go to: [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/)

## 2. Cisco Responsibilities

Cisco shall provide the various Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

### 2.1 Technical Support

Cisco Technical Assistance Center (TAC) access

- 24 hours per day and 7 days per week
- Assist with Product use, configuration, and troubleshooting issues.
- Cisco will respond within one (1) hour for all calls received during Standard Business Hours and for Severity 1 and 2 calls received outside Standard Business Hours. For Severity 3 and 4 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: [http://www.cisco.com/web/about/doing\\_business/legal/service\\_descriptions/docs/Cisco\\_Severity\\_and\\_Escalation\\_Guidelines.pdf](http://www.cisco.com/web/about/doing_business/legal/service_descriptions/docs/Cisco_Severity_and_Escalation_Guidelines.pdf)

### 2.2 Online Access

Access to Cisco.com.

- This provides Customers with helpful technical and general information on Cisco Products as well as access to Cisco's on-line Software Center library. Please note that access restrictions identified by Cisco from time to time may apply.

Cisco Support Communities

- Access to SNTC Support Community

### 2.3 Software Download

Operating System

- Work-around solutions or patches to reported Software problems using reasonable commercial efforts. Cisco will either make a Software patch available from the Cisco Software Central ([www.cisco.com/go/software](http://www.cisco.com/go/software)) or ship a Maintenance Release to Customer for the Product experiencing the problem.
- Updates where available and where Customer requests these for supported Software.
- Software releases and any supporting Documentation will be made available from the Cisco Software Central. Applicable supporting Documentation, if available, is limited to one copy per Software release. Customer can, however, purchase additional copies from Cisco.

### 2.4 Returns Material Authorization (RMA)

Advance Replacement services are subject to geographic and weight restrictions depending upon Customer's location.

- Customer may check availability by accessing Cisco's Service Availability Matrix at: <http://tools.cisco.com/apidc/sam/search.do>.

- Please note that destination country importation, compliance with US export controls and customs processes may condition actual delivery times. Advance Replacement to and from the European Union will be shipped Delivered Duty Paid (DDP) (Incoterms 2010). All other Advance Replacement will be shipped Delivered At Place (DAP) (Incoterms 2010), exclusive of any import duties, taxes and fees, where applicable. All Advance Replacement will be shipped using Cisco's preferred carrier, freight prepaid by Cisco. Requests for alternate carriers will be at Customer's expense. Chassis and line card Advance Replacement Service must be at the same level of coverage. Cisco will provide Customer with Advance Replacement(s) that are either new or equivalent to new.
- Cisco shall use commercially reasonable efforts to provide Customer with Hardware replacement services where available.

#### RMA Service Levels:

| RMA Service Level         | Description  |
|---------------------------|--|
| <b>10 Day Replacement</b> | Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of the RMA request. Actual delivery times may vary depending on Customer location. Country of manufacture of replacement part(s) is at the discretion of Cisco. |

## 3. Customer Responsibilities

### 3.1 Cisco assumes that Customer will:

- Provide a priority level as described in the Cisco Severity and Escalation Guideline for all the calls Customer places.
- Provide, at Customer's expense, reasonable access to the Product through the Internet or via modem to establish a data communication link between Customer and the Cisco TAC engineer and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.
- Provide thirty (30) days' Notice to Cisco of any requested addition(s) to Customer's Equipment List.
- Notify Cisco, using Cisco.com, of Product on the Equipment List which Customer has moved to a new location within thirty (30) days of such relocation. Please be aware that the Services will be provided to Customer beginning thirty (30) days after receipt of Customer's notification. Cisco will also need Customer to notify Cisco of any modification to the Product and configuration including upgrades or changes to FRUs not in the original configuration within five (5) days of such modification. Note: Not applicable for Products supported under Return for Repair Service
- Provide current shipment contact information as follows: contact name, title, address, telephone number, e-mail address, and fax number.
- Provide valid and applicable serial numbers for all Product problems and issues reported to Cisco or where Customer is seeking information from Cisco in connection with Product use. Cisco may also require Customer to provide additional information in the form of location of the Product, city location details and zip 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 and to download Software from Cisco.com or ordered via Cisco's PUT. Customer is responsible for reviewing the list on an annual basis and adding or removing personnel as necessary. Note: Not applicable for Products supported under Return for Repair Service.

- Use the latest release of Software, where Cisco advises Customer that this will correct a reported Software problem.
- Defective parts must be returned within ten (10) calendar days of the ship date of the replacement part(s). For defective parts that have not been returned within thirty (30) calendar days after shipment of the replacement parts, Cisco reserves the right to charge liquidated damages equivalent to the full list price of the parts not returned in accordance with Cisco's return materials authorization (RMA) procedure located at [www.cisco.com](http://www.cisco.com).
- Customer is responsible for proper packaging of the returned parts and must include a description of the failure and the written specifications of any changes or alterations made.
- Packages for replacement in accordance with this subsection shall be shipped by customer Delivered at Place (DAP) (Incoterms 2010), including any applicable import duties, taxes and fees; however, customers under a current service maintenance contract for the replacement hardware or participating in Cisco's Trade In program may be able to schedule a pickup of authorized returns at no additional charge using Cisco's Product Online Web Returns (POWR) tool located at [www.cisco.com](http://www.cisco.com).
- Customer will provide a new Purchase Order prior to Cisco performance of any repairs for which Cisco is not obligated to support as defined under Services Not Covered.
- Customer should review receipt notification to confirm the failed Hardware and quantity of product received by Cisco.
- Customer agrees to assist Cisco in troubleshooting failed Hardware down to the FRU level prior to initiating the RMA procedure.
- Customer should install the latest firmware version on their devices, where possible.