



Services Description – Extended Support

This document describes Cisco's Extended Support capabilities for Hardware and Software. Extended Support provides support for Cisco hardware and software that are beyond the Last Date of Support (LDoS).

Cisco will provide the following support as described further in this document:

Hardware:

- TAC
- RMA
- Cisco.com

Software:

- TAC
- Software Download (Existing minor releases for the LDoS version and existing major releases)
- Cisco.com (Including Software Download Center and PUT tool)

Note: Extended Support for Software is currently limited to the following On-Premise, perpetual Application Software products. Extended Support is not available for operating system software (eg IOS, IOS-XR).

Post LDoS Product support

- Provision of Services described herein is subject to approval by Cisco of Customer's request for extended support and conditioned upon Product type and configuration.
- Last Day of Support (LDoS) represents the date when Customers will no longer receive service and support for the Product. Applicable dates are identified in End of Life bulletins. After this date, all support services for the Product are unavailable unless technical services for Post LDoS described in this document have been purchased.

Related Documents: This document should be read in conjunction with the following documents also posted at <https://www.cisco.com/c/en/us/about/legal/service-descriptions.html> : (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 Extended Support Service 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 <https://www.cisco.com/c/en/us/about/legal/service-descriptions.html>. All capitalized terms not defined in the Supplemental Glossary of Terms for Extended Support Service at the end of this document have the meaning ascribed in the Glossary of Terms at the above URL.

Cisco Responsibilities

Cisco shall provide Extended Support Services as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

Hardware

For Hardware, the services will be provided as described below.

Cisco's provision of Extended Support Services is conditioned upon Hardware remaining at the physical location Customer identified in the assessment.

- 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

- Online Access

Access to Cisco.com.

- This provides Customers with helpful technical and general information on Cisco Products. Please note that access restrictions identified by Cisco from time to time may apply.

- 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 will provide only Hardware replacement defined as network services impacting problems that have been identified by the Customer to Cisco TAC and subsequently qualified via Cisco's normal evaluation process. Hardware Replacement will be provided according to the following terms and conditions:

1. Cisco shall use commercially reasonable efforts to provide Customer with Hardware replacement services where available.
2. Cisco TAC will use commercially reasonable efforts to work with the Customer to determine the locality of impact and to find a workaround for the problem.
3. If an alternative workaround is not possible during the term of support, then Cisco will make commercially reasonable efforts to provide a solution to remedy the problem.
4. If despite commercially reasonable efforts Cisco is unable to provide a Hardware Replacement, it may be necessary for the Customer to remove or upgrade the impacted Hardware to correct the problem.

RMA Service Levels:

RMA Service Level	Description
24x7x4	Advance Replacement parts on a Four-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.
8x5x4	Advance Replacement on a Four-Hour Response basis between 9:00 a.m. and 5:00 p.m. Depot Time the same Business Day, provided that Cisco's determination of Hardware failure has been made before 1:00 p.m. Depot Time. If Customer make a request after 1:00 p.m. Depot Time, Cisco will deliver the Advance Replacement the morning of the next Business Day.
8x5xNext Business Day	<p>Where Next Business Day delivery is available, an Advance Replacement will ship the same day to arrive the next Business Day provided both the call and Cisco's diagnosis and determination of the failed Hardware have been made before 3:00 p.m., Depot Time. For requests after 3:00 p.m., Depot Time, the Advance Replacement will ship the next Business Day.</p> <p>Where Next Business Day delivery is not available, same day shipping will be provided. Under same day shipping, Advance Replacement will ship from the serving depot location that same Business Day, provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. Determinations that occur after 3:00 p.m. Depot Time will be shipped the</p>

	following Business Day.
Return for Repair	<p>Not applicable for all Cisco Products.</p> <p>Customer returns failed Hardware to Cisco for repair.</p> <p>Failed Hardware is repaired or replaced/exchanged. All applicable engineering changes orders (ECO) are incorporated and the unit is fully tested to Cisco published specifications. Cosmetic repairs are performed in accordance with Cisco's or the Customer's defined cosmetic repair standard as mutually agreed upon, replacing any cracked, scratched or damaged covers as required. Additional charges may apply if Cisco determines the failed Hardware is beyond economic repair or no problem is found.</p> <p>Cisco will use commercially reasonable efforts to repair failed Hardware and ship repaired Hardware to Customer within thirty (30) days from receipt of failed Hardware by Cisco.</p> <p>On receipt of failed Hardware returned under an RMA number, a receipt notification e-mail or fax will be sent to Customer confirming receipt of failed Hardware and quantities received.</p>

RMA Service Level Includes Onsite Support	Description
Onsite Support 24x7x4	Four Hour Response for Remedial Hardware Maintenance twenty-four (24) hours per day, seven (7) days per week including Cisco observed holidays.
Onsite Support 8x5x4	<p>Four Hour Response for Remedial Hardware Maintenance service between 9:00 a.m. and 5:00 p.m.</p> <p>Depot Time the same Business Day, together with parts, labor and materials, provided Cisco's determination that onsite service is required has been made before 1:00 p.m. Depot Time.</p>
Onsite Support 8x5xNext Business Day	Next-business-day Remedial Hardware Maintenance, together with parts, labor and materials, by 5:00 p.m. Depot Time provided Cisco's determination that onsite Service is required has been made before 3:00 p.m. Depot Time the prior day (otherwise, second Business Day will be provided for calls placed after 3:00 p.m. Depot Time). Where Next Business Day delivery of the parts is not available, same day shipping will be provided. Cisco will provide onsite support upon arrival of the parts.

- Local Language Technical Support
- Where available, and subject to an additional fee, local language support for calls on all assigned severity levels may be available for specific product(s).

Software

Extended Support will be provided solely for On-Premise, perpetual Application Software product families that are beyond Last Date of Support. Refer to [Appendix A](#) for the list of currently supported software products. Extended Support for Software is not available for IOS.

Extended Support for Software is limited to troubleshooting and configuration assistance, including assistance with identifying bug fixes for bugs previously identified and resolved. No support, bug fixes or maintenance releases will be provided for newly identified bugs, security patches, maintenance releases, vulnerability fixes. No engineering development support such as root cause analysis or technical escalations for newly identified issues will be provided. Extended Support for Software does not include support for any non-production Software deployments, such as in Customer labs.

For Software, the Services will be provided as described below

- Technical Support
- Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, or web case submission and online tools with Application Software use and troubleshooting issues.
- Manage problems according to the Cisco Software Support Severity Guidelines.
 - a. Response time objective for cases with severity 1 or 2: Within 1 hr
 - b. Response time objective for cases with severity 3 or 4: Within Next Business Day
- Access to Cisco.com. This system provides Customer 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.

- Application Software Updates:

For On-Premises software

- Any software issues or bugs that were not fixed for the application software version before LDoS will not be fixed after LDoS. No new minor, maintenance releases and software updates will be provided for the product version that is beyond Last Date of Support. Existing Maintenance Release for the Application Software experiencing the problem will be provided as follows: (a) download from Cisco.com (as available).
- Access to available Major, Minor and Maintenance Releases for on premises software as per the paragraph above. For Application Software that runs on Customer's premises or in a Customer controlled environment, the Application Software releases and supporting Documentation are available on the Cisco.com Software Center

(<http://www.cisco.com/go/software>), through the Cisco Product Upgrade Tool (PUT) (<http://www.cisco.com/upgrade>). Applicable supporting Documentation, if available, is on Cisco.com and is limited to one copy per release. Additional copies may be purchased.

Customer Responsibilities

Cisco assumes that Customer will:

- Provide current shipment contact information as follows: contact name, title, address, telephone number, and e-mail address.
- 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.
- Use the latest release of IOS Software, when advised by Cisco.
- 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 agrees to assist Cisco in troubleshooting failed Hardware down to the FRU level prior to initiating the RMA procedure.

For onsite service levels,

- Provide an appropriate work environment and reasonable access, working space including heat, light, ventilation, electric current and outlets, and local telephone extension (or toll free domestic and international access to Cisco) for the use of Cisco's service personnel in the Product's physical location.
- Back-up Software images and configurations on a regularly scheduled basis and provide those images and configurations to Cisco's onsite personnel in connection with Remedial Hardware Maintenance.
- Ensure all Products are installed below ten (10) feet. For Products installed above four (4) feet, provide ladders that reach the height of the Product.
- Provide Cisco with the name of a point of contact prior to delivery of equipment by Cisco's personnel.
- Provide TFTP (Telnet File Transfer Protocol) capabilities or internet access for the purpose of downloading Software images by Cisco's onsite personnel.
- Provide safety and security protection of Cisco's personnel or its subcontractors for your unmanned sites.

Appendix A

List of supported software products:

Product Group	SW Product Type
Collaboration → Customer Contact	Unified Communications Contact Center - Enterprise (UCCE)
Business Unit (CCBU)	Unified Communications Contact Center - Express (UCCX)
	Cisco Unified Call Manager (CUCM)