



## Service Description: Cisco Software Support Services for Service Providers

This document describes the service offers under Cisco Software Support for Service Providers. This includes Software Support for Service Providers Basic, Software Support for Service Provider Basic Without Upgrades, Software Support for Service Providers Enhanced, and Software Support for Service Providers Premium.

### Related Documents

This document should be read in conjunction with the documents posted under "Related Documents" at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/), including End User Obligations, Glossary of Terms, List of Services Not Covered, and Severity and Escalation Guidelines.

### Direct Sale from Cisco

If a customer purchased these services directly from Cisco, this document is incorporated into their Master Services Agreement (MSA) or equivalent services agreement executed between them and Cisco. 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 the customer and Cisco. In the event of a conflict between this Service Description and the MSA or equivalent services agreement, this Service Description shall govern.

### Sale via Cisco Authorized Reseller

If the Customer has purchased these Services through a Cisco Authorized Reseller, this document is for informational purposes only; it is not a contract between the Customer and Cisco. The contract, if any, governing the provision of this Service is the one between Customer and Authorized Reseller. The Authorized Reseller will provide the contract to the end user.

### Service Summary

Software Support Service covers its associated Software sold as any of the following:

- Perpetual software license
- Software subscription license

For each Software product, the following Software Support Service options are available for purchase:

- Basic
- Basic Without Upgrades
- Enhanced
- Premium

For a perpetual software license, the Software Support Service option purchased with the license should be identified. If the option is not identified, the Basic option is the default. The customer may purchase any available additional Software Support option to complement the embedded Software Support deliverables. For a subscription that embeds only the Basic deliverables, the Enhanced option can be purchased for additional Enhanced deliverables. Alternatively, the Premium option can be purchased for additional deliverables described in the Enhanced and the Premium sections.

### Cisco Responsibilities

Cisco shall provide the Software Support Services according to the option selected on the Purchase Order of the Software Support for perpetual software, subscription software, or Software as a Service subscription for which Cisco has been paid the appropriate fee. Customer is entitled to the purchased Software Support Service only during the term of the service.

#### **Basic**

- 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 Software use and troubleshooting issues. Cisco will respond within one (1) hour for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond no later than the next Business Day.
- Manage problems according to the Cisco Software Support for Service Providers Severity Guidelines.

- 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.
- Access to the following **Software** releases:
  - Work-around solutions or patches to reported Software problems using reasonable commercial efforts for Software. For a Software patch, a Maintenance Release for the Software experiencing the problem can be downloaded from Cisco.com.
  - Major, Minor and Maintenance Releases. For software that runs on Customer's premises or in a Customer controlled environment, the 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) ([www.cisco.com/upgrade](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.

### Basic Without Upgrades

Cisco will provide:

- 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 Software use and troubleshooting issues. Cisco will respond within one (1) hour for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond no later than the next Business Day.
- Manage problems according to the Cisco Software Support for Service Providers Severity Guidelines.
- 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.
- Access to **Maintenance** Releases:
  - Work-around solutions or patches to reported Software problems using reasonable commercial efforts for Software. For a Software patch, a Maintenance Release for the Software experiencing the problem can be downloaded from Cisco.com.
  - Maintenance Releases. For Software that runs on Customer's premises or in a Customer controlled environment, the 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) ([www.cisco.com/upgrade](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.
  - Please note that new Major Releases and new Minor Releases of Cisco IOS XR Software are identified by a .1 in the hundredths place of the release name (i.e., x.x.1) and that such x.x.1 releases are not provided as part of Maintenance Releases.

### Enhanced

- The Enhanced tier includes all of the deliverables included in the Basic option. (Note: Not Basic Without Upgrades option.)
- Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, or online tools with Software use, and troubleshooting issues. Cisco will respond within thirty (30) minutes for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond within two (2) hours.
- Support cases are prioritized over those associated with the Basic option.
- Proactively guide customer with their Smart Account structure set-up and visibility into software that has/has not been activated, and provide guidance activating software licenses
- Configuration Support to provide advice and process guidance for maintaining consistency of the Software performance in the Customer's IT environment. Examples include:
  - Guidance for deploying Software updates and migration.
  - Guidance for initial installation and deployment pertaining to Software.
- Access to a subject matter expert for Software issue resolution found within a Software product. This expert(s) helps coordinate support activities needed to troubleshoot and address issues across Cisco TAC for Cisco Software.
- User Adoption which provides the following services:
  - Initial kick-off meeting to confirm business objectives.

- Semi-annual Status Update Meetings to re-confirm business outcomes with metrics.
- Technical Adoption to provide Technical Support to help integrate the Software into the Customer's IT environment, and also provide ongoing guidance to Customer's help desk personnel.
- Access to Online Training Library matching the Software support architecture. Number of titles and seats dependent on option and amount of support purchased.

### **Premium**

- The Premium service level includes all of the deliverables included in the Basic and Enhanced options.
- Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, or online tools with Software use and troubleshooting issues. Cisco will respond within fifteen (15) minutes for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond within one (1) hour.
- Designated Service Management of the covered products by a technical subject matter expert during local business hours.
- The Designated Service Manager (DSM) provides incident management and escalation management.
- The DSM assists in problem management by providing technical consultation for any work around or appropriate corrective action based on any available root cause analysis.
- Quarterly Technical Reviews: The DSM will conduct quarterly technical reviews on status and results of both technical and proactive support issues for the designated product offerings with reviews of overall operational performance.
- Proactive Support under Designated Service Management utilizes customer information such as customer's environment, software configuration, and operation workflows, to provide the following:
  - Technical consultation for any operational safeguards against known issues and changes that may affect operations and availability of the Software.
  - Consultation for planned product changes that may affect availability of Software or its feature set.
  - Consultation to help planning for upgrades, expansion and migration for any necessary deployment growth.

### **Customer Responsibilities**

The provision of the Services by Cisco assumes that the Customer will facilitate Software Support Services as follows:

- Provide, at Customer's expense, reasonable access to the premise where the Software is hosted through the Internet to establish a data communication link between Customer's environment and the Cisco TAC engineer and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.
- Provide a thirty (30) day Notice to Cisco of any requested addition(s) to your Equipment List.
- Provide valid and applicable license, authentication or other information to identify the purchase for all Products that problems and issues are 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 Cisco's PUT. Customer is responsible for reviewing the list on an annual basis and adding or removing personnel as necessary.
- Update to the latest Software release and latest third-party Software release, if required by Cisco to correct a reported Software problem.
- Pay all engineering time, travel, and out-of-pocket expenses if Customer request performance of onsite Services outside the scope of Service options described in this document.
- Update their support contract information to reflect the latest Major and Minor release deployed on their premise.
- Acquire, install configure and provide technical support for Third-party Products, including upgrades required by Cisco or related Services; and for Network infrastructure, including, but not limited to, local and wide-area data Networks and equipment required by Cisco for operation of Software.
- Maintain Customer's entire Software implementation for configurable Software currently in use under the same Service option for Cisco to provide Services for any portion of Customer's Software implementation.

In addition, the provision of the Software Support Services for Service Providers Enhanced and or Premium, Cisco assumes that the Customer will facilitate Software Support as follows:

- Designate and provide contact information for representative(s) as adoption primary point of contact with Cisco who will regularly attend and participate in online meetings with Cisco to review support operations metrics.
- Designate and provide contact information or primary representative(s) who would request support from TAC for the cases using the Software Support Services for Service Providers, Enhanced and or Premium priority routing privilege.
- Designate software users, IT admin and help desk to attend and participate in training and support process reviews, when applicable.
- Customer's designated software users will complete any necessary training made available by Cisco that are recommended for the Products purchased by Customer.
- Advise Cisco of its standard operating procedures related to its business practices, its internal operational nomenclature and Environment to allow Cisco to discuss cases with Customer in the context of Customer's business environment.
- Maintain the entire software implementation for each technology in use under the same Software Support Service for Service Providers option in order for Cisco to provide Services for any portion of the software implementation.

### **Software Support for Service Providers Severity Guidelines**

Cases submitted for software associated with all Software Support Services will be assigned with one of the following severity.

The following definitions for Severity are specific to Software Support Services.

**Severity 1** means Software is unavailable or down or there is a critical impact to a significant impact to Case Submitter's business operation. Case Submitter and Cisco both will commit full-time resources to resolve the situation.

**Severity 2** means Software is degraded or significant aspects of Case Submitter's business operation are negatively impacted by unacceptable software performance. Case Submitter and Cisco both will commit full-time resources during Standard Business Hours to resolve the situation.

**Severity 3** means Software is impaired, although most business operations remain functional. Case Submitter and Cisco both are willing to commit resources during Standard Business Hours to resolve the situation.

**Severity 4** means minor intermittent functionality or performance issue, or information is required on Software. There is little or no impact to Case Submitter's business operation. Case Submitter and Cisco both are willing to provide resources during Standard Business Hours to provide assistance or information as requested.

### **Software Support for Service Providers Response Time Objectives**

Response time is defined as the time from when a case has been submitted in the case management system (by Case Submitter) to the time when a Cisco support engineer has made contact regarding the issue reported in the case. The following table outlines the objectives that Cisco strives to achieve to respond to submitted cases based on their case severity. In some cases, the assigned cases severity may be adjusted to align with the Software Support for Service Providers Severity Guidelines.

Software Support Service	Technical Support Access	Response Time Objective for Case Severity 1 or 2	Response Time Objective for Case Severity 3 or 4
Premium	24X7 via Phone & Email/Web	Response within 15 minutes	Response within 1 hour
Enhanced	24X7 via Phone & Email/Web	Response within 30 minutes	Response within 2 hours
Basic	24X7 via Phone & Email/Web	Response within 1 hour	Response within the next business day
Basic Without Upgrades	24X7 via Phone & Email/Web	Response within 1 hour	Response within the next business day

### **Software Support for Service Providers Escalation Guidelines**

If Customer does not believe that adequate progress is being made or that the quality of Cisco service is unsatisfactory, Customer is encouraged to escalate the problem to the appropriate level of management by asking for the TAC duty manager. Refer to the Cisco Severity and Escalation Guideline document for the Escalation Guideline associated with the case severity.

**Supplemental Glossary of Terms**

- **Case Submitter** means Customer who purchased the Software, or administrative users, IT users, and helpdesk staffs designated by Customer who would submit support cases, or Cisco personnel who on behalf of the customer who submits the support case.
- **Software Support Service(s)** means any of the four (4) service levels offered under this Service Description: Basic, Basic without Upgrades, Enhanced and Premium.
- **Smart Accounts** is a customer or partner-managed account that is set up on software.cisco.com to enable a customer to view and control access to Cisco software licenses and entitlements across its organization.