



Service Description: Cisco Solution Support for Service Providers

This document describes the Cisco Solution Support for Service Providers Solutions.

Related Documents: This document should be read in conjunction with the following documents also posted at 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](#).

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into i) your Master Services Agreement (MSA), Advanced Services Agreement (ASA), or equivalent services agreement (Service Agreement); or ii) your purchase agreement with Cisco that addresses the Solution (Agreement) or the Supplemental End User License Agreement (SEULA), which highlights any unique provisions related to the purchase of Cisco Service Provider Solution, as applicable. In the event of a conflict between this Service Description and your Service Agreement, Agreement or SEULA, this Service Description shall govern. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Solution Support at the end of this document have the meaning ascribed in the Service Agreement or Agreement executed between you and Cisco, or the SEULA.

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 www.cisco.com/go/servicedescriptions/

Services Summary

Cisco Solution Support for Service Providers applies to solutions that have been implemented following the guidance set out in the applicable Cisco Service Provider Solution offer in all material respects.

Solution support may cover Hardware or Software or both depending on the service level purchased.

Cisco Solution Support for Service Providers covers the Service Provider Solution(s) sold as any of the following:

- On Premises software perpetual and subscription licenses
- Cloud software perpetual and subscription licenses
- Hardware

For each Service Provider Solution, any subset of the following Support Service tiers may be available for purchase:

Software Support:

- Enhanced
- Premium
- Enhanced without upgrades
- Premium without upgrades

Hardware Support:

- 8x5xNBD (Next Business Day)
- 8x5x4
- 24x7x4
- 24x7x2
- 8x5xNBDOS (Next Business Day On Site)
- 8x5x4OS
- 24x7x4OS
- 24x7x2OS
- RTF (Return to Factory)

For an On Premises software subscription license, Customer may purchase any available additional Solution Support Service tier to complement the embedded Support Service tier in that subscription. The Enhanced tier service can be purchased in order to receive the Enhanced tier deliverables. Alternatively, the Premium tier service can be purchased for the Premium deliverables.

For hardware support, customer may purchase any of the aforementioned hardware support service levels and will be entitled to receive the applicable Cisco support as governed by the chosen service.

Cisco Solution Support for Service Providers provides access to a team of Solution experts, a primary point of contact for issues found within the Solution, a range of technical resources for the supported Solution and by combining these Cisco resources, with the Customer's entitlements to technical support on all and Solution Technology Partner products that comprise the Service Provider Solution, Cisco delivers support for the Solution, and co-ordinates maintenance and support activities needed to troubleshoot and address issues across the Solution.

Cisco Solution Support for Service Provider as described in this document are intended to supplement product-level maintenance and support agreements from Cisco and vendor(s) where all software products, hardware products and Third-Party solution vendor(s) are supported through product support services. The ability of Cisco to interact with Solution Technology Partner products will depend on the Customer's entitlement to support from the Solution Technology Partner or Third-Party vendor.

Cisco Responsibilities

The following is a summary of the available Software Support options via Solution Support for Service Providers

Enhanced with Upgrades

The Enhanced tier includes all of the following deliverables:

- Software (SW) Solution Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, electronic mail or the internet with Solution and/or Application Software use, configuration 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 one (1) hour for all calls received during Standard Business Hours and for calls received outside Standard Business Hours, Cisco will respond no later than the next Business Day.
- Access to Cisco.com for information on the Solution or the Application Software being supported. This system provides Customer with helpful technical and general information on Cisco Products and solutions 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.
- Major, Minor and Maintenance Software Release Updates. The Application Software releases and supporting Documentation are available on the Cisco.com Software Center (www.cisco.com/go/software).
- Technical issue management for issues encountered within the Solution.
- Manage problems according to the [Cisco Severity and Escalations Guidelines document](#).
- Provide a primary point of contact to manage end-to-end case management for all service requests initiated with Cisco related to the Solution.
- In the event Cisco determines involvement of a Solution Technology Partner for Third-Party Product support is necessary, Cisco will work with the Customer to open a case with the applicable Solution Technology Partner in the Solution Technology Partner's case management system.
- As part of the Services, it may be necessary for Cisco to disclose Customer information to the applicable Solution Technology Partner. Such information may include logs and contact information.
- Cisco and the Customer will provide information, to the extent available, to Solution Technology Partner in support of Solution Technology Partner conducting troubleshooting of the Customer's issue.
- Cisco, as a primary point of contact, will provide updates on actions taken regarding the Customer's issue.
- For some situations, Cisco may offer to open cases on behalf of Customer with Solution Technology Partner, provided Customer and Solution Technology Partner have agreed to allow Cisco to act for benefit of the Customer in this limited capacity.
- **Maintenance Window Support** Cisco will provide a scheduled change support remote resource for critical scheduled changes. Customer agrees to submit a detailed request and schedule to Cisco prior to any such activity, which may include:

- Provide remote assistance to Customer to help resolve problems with Network changes during major activity to the production Network.
- Proactively works with the Customer to create the Service Request and scheduling of maintenance window.
- Reviews the Method of Procedure (MOP) for major changes ○ Limited to 12 incidents or events annually for the length of the contract.

Premium with Upgrades

The Premium tier includes all of the deliverables included in the Enhanced tier. In addition, the Premium tier also contains:

- **Custom Software Support.** Cisco will provide triage on custom software code related to the Solution and developed by Cisco under a separate Cisco Advanced Services (AS) agreement. Either a valid AS Optimization contract for troubleshooting or a Statement of Work, depending on the engagement, must be purchased separately by the Customer.
- **Root Cause Analysis.** Provide root cause analysis report for technical issues with the Solution. Performance of root cause analysis by Cisco is dependent upon Solution Technology Partners for Third-Party Products within the Solution having all necessary available information and the ability to provide the root cause analysis.
 - Root Cause Analysis reporting will be provided for Severity 1 and Severity 2 cases only.
 - This reporting document will be provided upon request to the Customer

Enhanced without Upgrades

The Enhanced without Upgrades tier includes all of the following deliverables:

- Software (SW) Solution Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, electronic mail or the internet with Solution and/or Application Software use, configuration 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 one (1) hour for all calls received during Standard Business Hours and for calls received outside Standard Business Hours, Cisco will respond no later than the next Business Day.
- Access to Cisco.com for information on the Solution or the Application Software being supported. This system provides Customer with helpful technical and general information on Cisco Products and solutions 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.
- Maintenance, Software Release Updates only. The Application Software releases and supporting Documentation are available on the Cisco.com Software Center (www.cisco.com/go/software).
- Feature Set Upgrades that were available during the service contract term but not purchased during this service contract term will not be made available nor will the Customer have any rights to these Feature Set Upgrades outside the term of this service contract.
- Technical issue management for issues encountered with the Solution.
- Manage problems according to the [Cisco Severity and Escalations Guidelines document](#).
- Provide a primary point of contact to manage end-to-end case management for all service requests initiated with Cisco related to the Solution.
- In the event Cisco determines involvement of a Solution Technology Partner for Third-Party Product support is necessary, Cisco will work with the Customer to open a case with the applicable Solution Technology Partner in the Solution Technology Partner's case management system.
- As part of the Services, it may be necessary for Cisco to disclose Customer information to the applicable Solution Technology Partner. Such information may include logs and contact information.
- Cisco and the Customer will provide information, to the extent available, to Solution Technology Partner in support of Solution Technology Partner conducting troubleshooting of the Customer's issue.
- Cisco, as a primary point of contact, will provide updates on actions taken regarding the Customer's issue.

- For some situations, Cisco may offer to open cases on behalf of Customer with Solution Technology Partner, provided Customer and Solution Technology Partner have agreed to allow Cisco to act for benefit of the Customer in this limited capacity.
- **Maintenance Window Support** Cisco will provide a scheduled change support remote resource for critical scheduled changes. Customer agrees to submit a detailed request and schedule to Cisco prior to any such activity, which may include:
 - Provide remote assistance to Customer to help resolve problems with Network changes during major activity to the production Network.
 - Proactively works with the Customer to create the Service Request and scheduling of maintenance window.
 - Reviews the Method of Procedure (MOP) for major changes ○ Limited to 12 incidents or events annually for the length of the contract.

Premium without Upgrades

The Premium without Upgrades tier includes all of the deliverables included in the Enhanced without Upgrades tier. In addition, the Premium without Upgrades tier also contains:

- **Custom Software Support.** Cisco will provide triage on custom software code related to the Solution and developed by Cisco under a separate Cisco Advanced Services (AS) agreement. Either a valid AS Optimization contract or a Statement of Work, depending on the engagement, must be purchased separately by the customer.
- **Root Cause Analysis.** Provide root cause analysis report on technical issues on the Solution. Performance of root cause analysis by Cisco is dependent upon Solution Technology Partners for Third-Party Products within the Solution having all necessary available information and the ability to provide the root cause analysis.
 - Root Cause Analysis reporting will be provided for Severity 1 and Severity 2 cases only.
- This reporting document will be provided upon request to the Customer

The following is a summary of the available Hardware Support options via Solution Support for Service Providers

Cisco shall provide the following optional Advance Replacement and Onsite Services as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Advance Replacement and Onsite Services are subject to geographic and weight restrictions depending upon Customer's location.

Service Provider Solution Support 8x5xNBD (Next Business Day) Support:

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.

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 following Business Day. Not applicable for all Cisco Products

Service Provider Solution Support 8x5x4 Support:

Advance Replacement on a Four-Hour Response basis between 9:00 a.m. and 5:00 p.m. Depot Time the same Business Day, if 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.

Service Provider Solution Support 24x7x4 Support:

Advance Replacement parts on a Four-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.

Service Provider Solution Support 24x7x2 Support:

Advance Replacement on a Two-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.

Service Provider Solution Support 8x5xNBDOS (Next Business Day On Site) Support:

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.

Services Provider Solution Support 8x5x4OS Support:

Four Hour Response for Remedial Hardware Maintenance service between 9:00 a.m. and 5:00 p.m. Depot Time the same Business Day, together with parts, labor and materials, provided Cisco's determination that on-site service is required has been made before 1:00 p.m. Depot Time.

Service Provider Solution Support 24x7x4OS Support:

Four Hour Response for Remedial Hardware Maintenance twenty-four (24) hours per day, seven (7) days per week including Cisco observed holidays.

Service Provider Solution Support 24x7x2OS Support:

Two Hour Response for Remedial Hardware Maintenance twenty-four (24) hours per day, seven (7) days per week including Cisco observed holidays.

Service Provider Solution Support RTF (Return to Factory) Support:

Provide replacement Hardware within 10 business days.

Customer Responsibilities

The provision of the Service options assumes that Customer will:

Provide a severity level as described in:

- [Cisco Severity and Escalations Guidelines document](#) for all the calls the Customer places.
- Customer will open a case with Cisco for the initial service investigation unless otherwise instructed by Cisco.

- Feature Set Upgrades that were available during the service contract term but not purchased during this service contract term will not be made available nor will the Customer have any rights to these Feature Set Upgrades outside the term of this service contract.
- Customer acknowledges that it will be necessary for Cisco to disclose Customer information to Solution Technology Partners for the purposes of case response, product specific support, advance troubleshooting and product issue analysis and that the Customer authorizes such disclosure.
- Customer is required, at the Customer's expense, for the duration of the term of the Services, to procure and sustain a level of technical maintenance and support on all hardware and software elements of the Solution, at no less than a reasonable level for elements operating in a production environment.
- Provide, at Customer's expense, reasonable access to the Solution elements through the Internet to establish a data communication link between Customer and the Cisco TAC engineer and/or Third-Party software vendor support personnel as applicable and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.
- Customer will be required to have and maintain permissions to access Solution Technology Partner websites for Third-Party software releases, (i.e., patches, updates and upgrades) as well as for specific information, documentation and knowledge base related to other Solution Technology Partner products that may interact with the Solution.
- Customer will be required to implement and maintain the Solution being covered by these Services following the guidance set out in a current version of the Solution in all material respects.
- Provide thirty (30) day Notice to Cisco of material increase in the scale of the Solution being supported and any requested additions to Customer's equipment list.
- Provide current shipment contact information as follows: contact name, title, address, telephone number and e-mail address to Cisco TAC.
- Provide valid and applicable contract numbers, component level serial numbers or other applicable entitlement information as requested by Cisco or the applicable Solution Technology Partner for problems and issues reported to Cisco or where Customer is seeking information from Cisco in connection with use of Product within its Solution. Cisco may also require Customer to provide additional information in the form of location of the Solution components, 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 Product Upgrade Tool. Customer is responsible for reviewing the list on an annual basis and adding or removing personnel as necessary.
- Update to the latest Cisco, and/or latest Third-Party software vendor software release, if advised by Cisco, Solution Technology Partner or Third-Party software vendor, as applicable to correct a reported problem.
- Pay to Cisco all engineering time, travel, and out-of-pocket expenses if Customer requests performance of onsite Services or Services outside the scope of Services purchased and described in this document.
- Provide any hardware and/or software required to perform fault isolation.
- Acquire, install, configure and provide technical support for all:
 - Solution Technology products, including upgrades required by Cisco or related Services; and Network infrastructure, including, but not limited to, local and wide-area data Networks and equipment required by Cisco for operation of Application Software.

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 your 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.
- In the case of Return to Factory Service, failed Hardware must be received by Cisco within sixty (60) days of RMA issuance and Customer is responsible for delivering at its expense, the failed Hardware to Cisco's facility safely packaged and undamaged.
- Receive Services on Cisco Application Software for which Customer has:
 - Purchased a valid and current license for the latest Major and Minor release or is renewing support for a valid supported license revision.
 - Maintain Customer's entire Application Software implementation for configurable Application Software currently in use under the same Service option for Cisco to provide Services for any portion of Customer's Application Software implementation.

- Customer needs to provide Cisco access to all the monitoring alerts from assurance platform sold with the Service Provider Solution.
- Provide continuous remote network access to the Service Provider Solution and ensure that the proper access is available to Cisco to provide visibility to solution components.
- 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.
- 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.
- Defective parts that cannot be returned due to data security may be eligible for destruction. Customer must receive prior written approval from Cisco using the authorized Asset Destruction Approval request form and agree to financial implications of destruction in accordance with Cisco's Statement of Policy Regarding the Removal of Data on Cisco Equipment located at: www.cisco.com/en/US/prod/policy_regarding_the_removal_of_data_on_cisco_equipment.pdf.
- 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.
- 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 safety and security protection of Cisco's personnel or its subcontractors for your unmanned sites.

Smart Portal and Software Collection (where available)

- By installing the Collector Software, the Customer acknowledges understand and agrees that Customer Network Information will be transmitted and used to generate reports regarding Customer's network and equipment.
- Upon installation on Customer's network, Collector Software will immediately begin communicating to a Cisco server via secure encryption to enable Cisco to discover information about the Products within Customer's network and such collections will continue until such time as the Collector Software has been uninstalled or collection features disabled. Upon termination of the Service or in the event the Collector Software has been uninstalled prior to termination of the Service, Customer must return Collector Software to Cisco.
- Customer can elect to disable collection features of Collector Software or uninstall Collector Software at any time. By performing these actions, Customer understands that Cisco will be unable to provide certain elements of the Service and Cisco

will not be responsible for performance of any obligations associated with Collector Software and the resulting level of service delivery will result in Customer primarily receiving Technical Support with limited or no Smart capabilities under the Service.

- Customer has the ability destroy any such Customer Network Information collected by Cisco and shown in the Portal at any time upon request otherwise Cisco will continue to protect the Customer Network Information consistent with terms of the Agreement between the parties and Cisco's data retention policy.
- Customer must provide the Collector Hardware, including the embedded operating system or Hypervisor, for performance of Services described herein.

Customer is responsible for providing and obtaining all hardware, as specified by Cisco, necessary to support the Collector Software and collection process.

- Customer acknowledges that Cisco will only support generally available Products and Software releases/versions unless otherwise mutually agreed.
- Customer will permit the Collector Software to access all Customer network devices managed by the inventory collection process.
- Customer will provide data communication access for use by the Collector Software to transmit inventory data to Cisco and support of the Collector Software from a remote Cisco location.
- Customer will provide the Collector Software with Simple Network Management Protocol and OS-level Command Line Interface (CLI) access to all Cisco Product(s) covered under the Service.
- Customer will ensure that the Portal access is restricted to those Customer employee(s) or authorized contractor(s) who have a bona fide need to access the Portal and/or a need to know the contents of the output of the Collector Software.
- Perform an initial set-up:
 - o install the Collector Hardware in a secure area with limited physical access
 - o connect the Collector Hardware to the network
 - o secure Collector Hardware behind Customer's corporate firewall

Supplemental Glossary of Terms for Cisco Solution Support for Service Providers Solutions

Cisco Solution Support Service Definition Document means a document identifying technology infrastructures supported under the Cisco Solution Support Services and the varying levels (Tier 1 or Tier 2) of coverage provided by Cisco on Third-Party Products, incorporated herein by reference

Cisco Validated Design means a design created and validated by Cisco and published on Cisco.com at <https://www.cisco.com/go/designzone>, incorporated herein by reference.

Independent Software Vendor means a supplier of Third-Party software.

Solution means a solution or appliance based on a Cisco Validated Design or addressed in the Cisco Solution Support Service Definition Document

Third-Party means software developed by either a Solution Technology Partner or an Independent Software Vendor. This software may include both initial software release and upgrades/updates developed after initial release by the Solution Technology Partner or an Independent Software Vendor, as applicable.

Third-Party Product(s) means non-Cisco hardware or software Customer has acquired directly from Solution Technology Partner that is used within the Solution.

Product Upgrade Tool

Order major upgrades to application software, such as Unified Communications, Collaboration, Network, or Security Management software. A valid software license and service agreement is required.

Helpful References

[Cisco Software Center](#)

[Cisco Validated Design](#)