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 – Premium 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.

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

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

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

The tier structure in this Service Description assumes the underlying applicable Service Provider Base support has been purchased by Customer.

For an On Premises perpetual license, the Solution Support Service tier is purchased with the license. The Premium tier includes the deliverables of the Enhanced tier.

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.

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 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**

### Enhanced

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

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:

- 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.
• **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

**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.

• 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.

• 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.

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**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.

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**Helpful References**

- Cisco Glossary of terms
- Cisco Service Descriptions
- Cisco Severity and Escalation
- Cisco Software Center
- Cisco SP Base
- Cisco Validated Design