

Cisco Solution Support for Service Providers

This document must be read in conjunction with [How Cisco Provides Services](#), which is incorporated into this document by reference.

Summary: **Cisco Solution Support for Service Providers** applies to specific Cisco defined solutions (“Solution”) 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 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 hardware support service levels defined within the Hardware section of this document and will be entitled to receive the applicable Cisco support as governed by the chosen service.

Cisco Solution Support for Service Providers as described in this document is intended to supplement product-level maintenance and support agreements from Cisco and third party vendor(s) (“Solution Technology Partner”) where all software products, hardware products and Solution Technology Partner products 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.

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

Hardware	<p>Technical Assistance Center (TAC)</p> <p>Returns Material Authorization (RMA)</p> <p>Cisco.com</p> <p>For each Service Provider Solution, any subset of the Hardware / RMA Support Service tiers described in the Hardware section of this document may be available for purchase.</p>
Software	<p>TAC</p> <p>Software Download (Major, Minor and Maintenance Software Release Updates)</p> <p>Cisco.com (Including Software Download Center and Product Upgrade Tool (PUT)).</p>

	<p>For each Service Provider Solution, any subset of the following Software Support Service tiers may be available for purchase which are also further described in the Software section of this document:</p> <ul style="list-style-type: none">• Enhanced• Premium• Enhanced without upgrades• Premium without upgrades
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1. Hardware

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

1.1. 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 within twenty-four (24) hours.
- Manage problems according to the Cisco Severity and Escalation Guideline: https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/Cisco_Severity_and_Escalation_Guidelines.pdf

1.2. Online 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.

1.3. Returns Material Authorization (RMA)

- Advanced hardware parts replacement, with onsite services as additional options availability varies by location, subject to geographic and weight restrictions depending upon Customer's location. If Customer has not purchased an RMA Service Level, then no hardware replacement services will be provided.
- Customer may check availability by accessing Cisco's Service Availability Matrix at: <http://tools.cisco.com/apidc/sam/search.do>.
- Heavy Weighted & Over Size Parts: https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/service-availability-heavyweight-oversized-product.pdf
- 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.

- e. Cisco shall use commercially reasonable efforts to provide Customer with Hardware replacement services where available.

Table 1. RMA Service Levels:

Hardware Service Options	<u>24x7x2</u>		<u>24x7x4</u>		<u>8x5x4:</u>		<u>8x7xNext Calendar Day:</u>		<u>8x5xNext Business Day:</u>		<u>Return To Factory</u>
	HW Only	Onsite	HW Only	Onsite	HW Only	Onsite	HW Only	Onsite	HW Only	Onsite	HW Only
Advance Replacement of HW	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
RMA Service Level	2HR	2HR	4HR	4HR	4HR	4Hr	NCD	NCD	NBD	NBD	RTF
RMA Installation	Self	Cisco Tech	Self	Cisco Tech	Self	Cisco Tech	Self	Cisco Tech	Self	Cisco Tech	Self
Services Availability	7 days a week 24 hours per day				Business Days Business Hours		7 days a week Business Hours		Business Days Business Hours		10 Business Days
Includes Local Observed Holidays	Yes				No		Yes		No		No

Onsite Support Option: Customer can also opt to schedule the Field Engineer arrival. Please consult the [Onsite Field Engineer Duties](#) for further details.

- With 2hr and 4hr service levels; customer can schedule FE arrivals any hour of the day/week.
- With NCD and NBD service levels; FE arrival times are limited from 9:00 AM (earliest arrival time) to 5:00 PM (latest arrival time) and scheduling is only available the day(s) after the part arrival.

¹For 8x5x4 deliveries the RMA request must be created by 1:00pm Local Depot Time. For RMA requests after 1:00PM Local Depot Time, delivery will be the next Business Day.

²For Next Calendar day and Next Business day delivery, the RMA request must be created by 3:00pm Local Depot Time for delivery on the next calendar day or Business Day. Exception: For United States and Canada, the RMA request must be created by 6:00pm Eastern Standard Time. In countries where Next Calendar day and Next Business day services are not available, Cisco will ship the RMA as a Same Day Shipment.

2. Software

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

2.1 Enhanced with Upgrades

The Enhanced with Upgrades tier includes all of the following deliverables:

- a. 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.
- b. 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.
- c. Major, Minor and Maintenance Software Releases. The Application Software releases and supporting Documentation are available on the Cisco.com Software Center (www.cisco.com/go/software).
- d. Technical issue management for issues encountered within the Solution.
- e. Manage problems according to the Cisco Severity and Escalations Guidelines document.
- f. Provide a primary point of contact to manage end-to-end case management for all service requests initiated with Cisco related to the Solution.
- g. 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.
- h. 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.
- i. 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.
- j. Cisco, as a primary point of contact, will provide updates on actions taken regarding the Customer's issue.
- k. 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.
- l. 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.

2.2 Premium with Upgrades

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

- a. **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.
- b. **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

2.3 Enhanced without Upgrades

The Enhanced without Upgrades tier differs from the Enhanced with Upgrades in terms of software release updates as follows:

- a. Maintenance Releases only. The Application Software releases and supporting Documentation are available on the Cisco.com Software Center (www.cisco.com/go/software).
- b. 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.

2.4 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:

- a. **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.
- b. **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.

3. Customer Responsibilities

The provision of the Service options assumes that Customer will:

- a. Open a case with Cisco for the initial service investigation unless otherwise instructed by Cisco.
- b. 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.
- c. 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.

- d. 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.
- e. 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.
- f. 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.
- g. 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.
- h. 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.
- i. 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.
- j. 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.
- k. Provide thirty (30) days notice of: (2) material increase in scale of the Solution; (2) requested additions to Customer's equipment list; and (3) Products that have been moved to a new location. Services will be provided to Customer beginning thirty (30) days of receipt of such notification.
- l. Defective parts must be returned within ten (10) calendar days of the ship date of the replacement part(s). In the case of Return to Factory Service, failed Hardware must be received by Cisco within sixty (60) days of RMA issuance. For defective parts that have not been returned within thirty (30) calendar days after shipment of the replacement parts (or within sixty (60) days of RMA issuance for RTF), Cisco reserves the right to charge liquidated damages equivalent to the full list price (not discounted) of the parts not returned in accordance with Cisco's return materials authorization (RMA) procedure located at www.cisco.com.
- m. 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. It is important to return only the components for which replacements have been provided. Accessories and other modular components should be transferred to the replacement device and not included with the return item. Cisco is not responsible for excess items returned in error.
- n. 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.

- o. Customer needs to provide Cisco access to all the monitoring alerts from assurance platform sold with the Service Provider Solution.
- p. 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.
- q. 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.