



Service Description of Cisco Support Essentials

This document describes Cisco Support Essentials.

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 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.

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/.

Cisco Support Essentials

Cisco Responsibilities:

- Cisco TAC access for Severity 3 and Severity 4 cases to assist with Product use, configuration and trouble shooting issues and access to Cisco.com. A Cisco TAC representative will contact Customer either by telephone, facsimile or electronic email within one (1) Business Day from the time Customer's Severity 3 or Severity 4 case was opened. Severity 1 and Severity 2 cases are not supported under this Service.
- Manage problems according to the [Cisco Severity and Escalation Guideline](#).
- 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.
- Assist Customer by telephone, facsimile or electronic mail (for information related to Product use, configuration and troubleshooting).
- Work-around solutions or patches to reported Software problems using reasonable commercial efforts. Cisco will either make available a Software patch from the Cisco.com Software Center

(www.cisco.com/software) or ship a Maintenance Release to Customer for the Product experiencing the problem.

Advance Replacement Service

Cisco Responsibilities:

Cisco shall use commercially reasonable efforts to provide Advance Replacement for Product. Advance Replacement are subject to weight limit restrictions. Customer can view the availability option for specific locations by accessing Cisco's Services Availability Matrix ("SAM") tool on Cisco.com at the following URL: <http://tools.cisco.com/apidc/sam/search/search.do>. Destination country importation, compliance with U.S. export controls and customs processes may condition delivery times. Advance Replacements will be shipped DDU (Incoterms 2000), except for shipment to and from the European Union where they will be shipped DDP (Incoterms 2000), using Cisco's preferred carrier, freight prepaid by Cisco, excluding import duties, taxes and fees, where applicable. Requests for alternate carriers will be at Customer's expense. FRUs are shipped separately and are not shipped pre-assembled. Advance Replacements will be either new or equivalent to new.

- Same Day Ship/Next Business Day: Where 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 has 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.

Smart Portal access, TS Smart Applications and Collection Software is provided on a self-support basis where available:

- Cisco will enable Customer access to the Smart Portal and make available TS Smart Applications and Cisco-owned Collection Software for download and use by Customer.
- No Smart TAC Support will be provided as part of the foundation deliverables of this Service. Customers

can self-support themselves by accessing the Cisco's SNTC Support Community forum and/or online training content made available at Cisco's SNTC website.

- Direct Smart TAC. Customers needing direct Smart TAC support for any of the Smart Portal or Collection software can purchase such support under a separate maintenance service contract.

Customer Responsibilities:

The provision of the Service options assumes that Customer will:

- Provide a priority level as described in the [Cisco Severity and Escalation Guideline](#) for all the calls Customer places.
- Provide, at Customer's expense, reasonable access to the Product through the Internet or via modem to establish a data communication link between Customer and the Cisco TAC engineer, so that problems may be diagnosed and, where possible, corrected remotely. Customer will make available current system passwords as necessary to provide remote diagnosis and support. Provide thirty (30) days notice to Cisco of any requested addition(s) to your Equipment List.
- 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 Customer's 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.
- Provide current shipment contact information as follows: contact name, title, address, telephone number, e-mail address, and fax number.
- 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.
- 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 ordered via Cisco's PUT. Customer is responsible for reviewing the list on an annual basis and adding or removing personnel as necessary.
- Customer agrees to take all necessary action to ensure that Customer's former employees do not

access or use the Services, including but not limited to, disabling passwords of former employees.

- Return to Cisco all defective or returned Product per the RMA procedure (on Cisco.com) and provide a new P.O. number to Cisco's asset recovery team to facilitate the billing of Product not returned. Customer agrees to assist Cisco in troubleshooting failed Hardware down to the FRU level prior to initiating the RMA procedure.
- 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 is responsible for the following when receiving Advance Replacements and the costs associated with returning replaced Product under Advance Replacement:
 - Proper packing, including description of failure and written specification of any other changes or alterations, and
 - Returns must be received within ten (10) days; otherwise the replacement Product will be charged at the current List Price
- Packages for replacement shall be shipped DDU (Incoterms 2000) or FCA (Incoterms 2000) as applicable.

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 Page 10 of 11 Controlled Doc. #EDM-120311701 Ver: 10.0Last Modified:11/14/2016 7:21:10 PM CISCO PUBLIC Cisco Smart Net Total Care.doc 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: 1) install the Collector Hardware in a secure area with limited physical access 2) connect the Collector Hardware to the network 3) secure Collector Hardware behind Customer's corporate firewall.