Cisco Technical Support for Cisco Ultra-Reliable Wireless Backhaul Products

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

This document describes Cisco’s Technical Support for Cisco Ultra-Reliable Wireless Backhaul Product level support:

- Technical Support
- Software Download (Including Smart Applications where available)
- Fluidmesh.com (Including RACER where available)

Cisco Responsibilities

Cisco shall provide the various Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

Technical Support

- Access to Cisco Ultra-Reliable Wireless Backhaul (formerly Fluidmesh) Support 15 hours per day, 5 days per week to assist with Product use, configuration and troubleshooting issues by telephone and email.
- Cisco Wireless Backhaul Support can be contacted at +1.617.209.6080 and support@fluidmesh.com.
- Cisco will respond no later than six (6) hours for all Severity 1 calls, one (1) Business Day for all Severity 2 calls, two (2) Business Days for all Severity 3 calls and three (3) Business Days for all Severity 4 calls, with all calls having been received during Standard Business Hours. For Severity 1 calls received outside Standard Business Hours, Cisco will use commercially reasonable efforts to respond before the next Business Day.
- Cisco will use commercially reasonable efforts to respond to e-mail sent to support@fluidmesh.com within one (1) business day.
Online Access

- Access to Fluidmesh Partner Support Portal at http://partners.fluidmesh.com with a Knowledge Base, release notes and product documentation to allow Customers to troubleshoot issues. Please note that access restrictions identified by Cisco from time to time may apply.

Software Download

- Operating system updates, work-around solutions or patches to reported Software problems using reasonable commercial efforts. Cisco will either make a Software patch available from the Fluidmesh Support Center (http://partners.fluidmesh.com) or provide a Maintenance Release to Customer for the Product experiencing the problem.
- Software Releases where available and where Customer requests these for supported Software.
- Software Releases and any supporting Documentation will be made available from the Fluidmesh Support Center.

Customer Responsibilities

- Act as the single point of contact for Level Zero Support for your End Users and provide First Level Support and Second Level Support, which will include assisting End Users with Product and non-Cisco or Third Party Product integration questions and fault isolation to Third Party Products. Customer agrees and acknowledges that Cisco’s obligations under this Service Description are limited to the Supported Products, and that Cisco is not responsible for the operation and general maintenance of Customer’s operating environment.
- Only escalate those issues to Cisco for Third Level Support, which cannot be resolved by your Customer Technical Personnel. Cisco will have no obligation to accept calls directly from, or otherwise interact directly with, personnel other than your Customer Technical Personnel, with the Customer retaining the sole responsibility to respond to End Users.
- Ensure all Customer personnel who use the Supported Products are familiar with the Supported Product to the extent necessary for them to operate the Supported Product with reasonable competence. Without limiting the generality of the foregoing, Customer will have all Customer Technical Personnel complete such training and instruction as Cisco may reasonably require from time to time. Upon the appointment of any new Customer Technical Personnel, Customer will take reasonable steps to expeditiously train the new individual to appropriate standards of technical competence.
- Provide thirty (30) days’ notice of: (1) requested additions to Customer’s equipment list and (2) Products that have been moved to a new location. Services will be provided to Customer beginning thirty (30) days of receipt of such notification.
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Severity and Escalation Guidelines

End-User must assign a severity to all problems submitted to Cisco.

Severity 1 means an existing Network or Environment is down or there is a critical impact to End User’s business operation. End User and Cisco both will commit full-time resources to resolve the situation during Standard Business Hours.

Severity 2 means operation of an existing Network or Environment is severely degraded or significant aspects of End User’s business operation are negatively impacted by unacceptable Network or Environment performance. End User and Cisco both will commit full-time resources during Standard Business Hours to resolve the situation.

Severity 3 means operational performance of the Network or Environment is impaired, although most business operations remain functional. End User and Cisco both are willing to commit resources during Standard Business Hours to restore service to satisfactory levels.

Severity 4 means information is required on Cisco Wireless Backhaul product capabilities, installation, or configuration. There is little or no impact to End User’s business operation. End User and Cisco both are willing to provide resources during Standard Business Hours to provide information or assistance as requested.

If you do not believe that adequate progress is being made or that the quality of Cisco service is satisfactory, we encourage you to escalate the problem to the appropriate level of management as per the Escalation Guideline.

<table>
<thead>
<tr>
<th>Elapsed Time*</th>
<th>Severity 1</th>
<th>Severity 2</th>
<th>Severity 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 hour</td>
<td>Technical Support Representative</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 hours</td>
<td>Technical Support Group Leader</td>
<td>Technical Support Representative</td>
<td></td>
</tr>
<tr>
<td>24 hours</td>
<td>EVP Customer Success</td>
<td>Technical Support Group Leader</td>
<td>Technical Support Representative</td>
</tr>
<tr>
<td>48 hours</td>
<td>President (CEO)</td>
<td>EVP Customer Success</td>
<td></td>
</tr>
<tr>
<td>72 hours</td>
<td></td>
<td></td>
<td>Technical Support Group Leader</td>
</tr>
<tr>
<td>96 hours</td>
<td>President (CEO)</td>
<td></td>
<td>EVP Customer Success</td>
</tr>
</tbody>
</table>

* Escalation times correspond with Standard Business Hours.

Table 1. Escalation Guideline.
## Supplemental Glossary of Terms

<table>
<thead>
<tr>
<th>Defined Term</th>
<th>Meaning</th>
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</thead>
<tbody>
<tr>
<td><strong>Business Days</strong></td>
<td>The generally accepted days of operation per week (Monday – Friday) within the United States of America and Italy, where the Services are performed, excluding local holidays as observed by Cisco.</td>
</tr>
<tr>
<td><strong>Business Hours or Standard Business Hours</strong></td>
<td>9:00 AM to 7:00 PM EST and 9:00 AM to 6:00 PM CET, on Business Days.</td>
</tr>
<tr>
<td><strong>Customer Technical Personnel</strong></td>
<td>Any of the designated employees of Customer who have undergone training regarding the proper operation of the Supported Products.</td>
</tr>
<tr>
<td><strong>Error</strong></td>
<td>A material failure of the Supported Product to operate substantially in accordance with the applicable Documentation.</td>
</tr>
<tr>
<td><strong>Fluidmesh.com</strong></td>
<td><a href="http://fluidmesh.com">http://fluidmesh.com</a> or, where applicable, equivalent local Fluidmesh websites.</td>
</tr>
</tbody>
</table>
| **Software Releases**            | - **Patch** or **Patch Release** is an incremental Software customer-specific release to be delivered in the event of an emergency in Cisco’s determination. Cisco designates Patch Releases as a change in the digits to the right of the hundredths digit of the Software version number \([x.x.x.(x)]\).  
  - **Maintenance Release** is an incremental Software release that provides maintenance fixes and may provide additional Software functions. Cisco designates Maintenance Releases as a change in the digits to the right of the tenths digit of the Software version number \([x.x.(x)]\).  
  - **Minor Release** is an incremental release of Software that provides maintenance fixes and additional Software functions. Cisco designates Minor releases as a change in the tenths digit of the Software version number \([x.(x).x]\).  
  - **Major Release** is a release of Software that provides additional software functions. Cisco designates Major Releases as a change in the ones digit of the Software version number \([x.x.x]\).  
   
   The provision of any Major, Minor, Maintenance, and Patch Release to Customer will not operate to extend the original warranty. |
| **Supported Products**            | Cisco Wireless Backhaul products for which Cisco Technical Support for Cisco Ultra-Reliable Wireless Backhaul Products is purchased by Customer.                                                          |