

# Cisco Transparency Service Center FAQ



## General Service

**Q: [What is the Transparency Service Center?](#)**

A: The Transparency Service Center (TSC) gives customers the ability to access, review, and test Cisco source code and other intellectual property – including hardware, software and firmware – in a dedicated, secure facility at a Cisco site.

**Q: [Why TSC?](#)**

A: The Cisco Transparency Service Center was established in 2016 in response to customer requests, and is consistent with Cisco’s long-standing commitment to transparency and providing trustworthy technology.

**Q: [Does this mean that Cisco is giving or handing over source code to customers?](#)**

A: No. Cisco will not hand over source code to customers or anyone else. Instead, we have created a secure environment where customers may view, inspect and test source code and development artifacts.

**Q: [Who is eligible to participate in this program?](#)**

A: The Cisco Transparency Service Center is open to all Cisco customers. Once approved, participation in the program requires travelling to the secure testing location, paying the service fee, abiding by Cisco’s security restrictions, and complying with relevant Export Control Laws.

**Q: What technologies or products can be reviewed?**

A: TSC includes all Cisco developed and maintained technologies, within the bounds of applicable Export Control Laws.

**Q: Where are the TSC sites located?**

A: We have dedicated, secure Transparency Service Center sites located in the United States and Switzerland. The timing and location of additional sites will be determined by customer demand.

**Q: What are the differences between industry or government certifications and TSC?**

A: TSC is a service tailored to address customer demands for a customized review of Cisco's technology. The reviews are conducted at Cisco's dedicated Transparency Service Center sites with support from Cisco staff, and results are typically not published. Most certification programs, on the other hand, are designed as standardized tests for all vendors, are typically conducted by independent third parties, and results are usually published.

## Customer Process

**Q: What is the request process?**

A: Customer requests should be made through your Cisco account team or other Cisco contact, who will contact the TSC team in the Cisco Security and Trust Organization. The TSC team will then work with the account team and customer on next steps.

**Q: How do U.S. export license requirements impact TSC?**

A: Export license requirements will be considered when the initial request is made. If a license is needed, the process can take three months or more, and preparation for an onsite visit to the Transparency Service Center would wait until the required export license is secured.

**Q: What are the typical lead times from request submittal to coming onsite for TSC?**

A: Typical lead times can include three months to obtain an U.S. export license, and another two months for Cisco to review and approve the request, schedule the facility, and prepare for the customer onsite visit.

**Q: How will service requests be prioritized?**

A: Prioritization is determined by facility and subject matter expert availability, and business impact.

**Q: Will Cisco experts be available onsite to support customers?**

A: TSC technical lead is onsite for all Transparency Service Center sessions. Subject matter experts from applicable business units are brought in as needed, based on customer requests.

**Q: How many people can a customer bring with them into the test facility?**

A: We address customer requests on a case-by-case basis, mindful of the facility size and the number of subject matter experts needed to support the TSC engagement.

**Q: Can customers bring their own tools into the room?**

A: Yes, that is possible. Within the boundaries of applicable laws, including export control requirements, customers can bring their own software tools into our secure Transparency Service Center. However, participants will not be permitted to remove them from the Transparency Service Center at the end of the session.

**Q: Does the service include Cisco products (solutions) that have not yet been released?**

A: No. The service only includes technologies that have been released to the market.

**Q: What does the TSC service cost?**

A: Contact your account team for pricing.

## Cisco IP Protection

**Q: How are you protecting Cisco's IP?**

A: The ability to access, review, and test source code and other IP will occur within a dedicated, secure Cisco Transparency Service Center. Moreover, customers are not permitted to bring electronic devices into the room.

**Q: How will you ensure that intellectual property is not illegally transferred?**

A: Transparency Service Center engagements may require export licenses to support the operation of this service, and Cisco will strictly abide by all applicable laws.

## Participants and Privacy

Q: Will you disclose who is involved?

A: We respect the privacy of our customers and as a standard practice we do not announce or disclose customer sales or the use of a Cisco service offering without the customer's express written agreement.

Q: Will you exclude any person or organization?

A: As noted, our service is available to Cisco customers willing to travel to the secure Transparency Service Center sites, pay the fees, abide by security restrictions imposed by Cisco, and comply with applicable Export Control Laws. We recognize situations where organizations may simultaneously act as both a Cisco customer and potential competitor, depending on the area of business; accordingly, requests are reviewed and approved on a case-by-case basis.

## Vulnerability Discovery Ramifications

Q: What happens if someone finds a zero-day or other vulnerability?

A: Customers participating in TSC are contractually obligated to share the discovery of any vulnerability with Cisco. We approach vulnerabilities according to our established PSIRT policy.