



Services Portfolio Features

Suites within the Services Portfolio enable You to streamline services contracts and costs, expand services coverage, and get data-driven lifecycle support to easily manage Your solutions. The Services Portfolio provides You with access to Enterprise Agreement Management Support, which includes onboarding and touchpoints to help You efficiently manage Your installed base and growth via True Forward.

1. Services Coverage

When purchasing from Cisco's Services Portfolio, certain EA Program rules differ from the standard EA Program Terms, such as the below:

You are required to maintain service coverage for all Cisco hardware, software, and cloud services included in Your EA for the entire term. If You add new hardware, software, or cloud services during Your EA, the associated Services for these will be automatically added to Your service coverage and billed accordingly. If You purchase a Services Suite without an associated Software or Cloud Services Suite, You must cover all relevant assets, and partial commitments are not allowed.

Cisco will assess Your installed base at the start of Your Suite Term to establish Your initial service coverage. Any changes to Your environment, such as adding or decommissioning assets, will be managed through periodic True Forward adjustments. Payment obligations are based on Your initial coverage and may only be reduced if You decommission assets under certain conditions (like a technology refresh).

For Services, Growth Allowance (as described in the Portfolio Features for Security and Collaboration Portfolios) only applies to associated Software Services (excluding Add-Ons) within the Security and Collaboration Portfolios. No Services on Hardware are eligible for Growth Allowance.

For Lifecycle Services, separate rules apply, and You must have at least one Full Commit Software or Cloud Services Suite to purchase these services.

2. Portfolio Features

Solution	Suite Name ^{2,3}	Software Services ¹	Hardware Services ¹	Full Commit Availability	Partial Commit Availability ⁴	Full Commit Suite Eligibilities			
						5% Initial Growth Cap	15% Growth Allowance ⁵ (excl. HW)	15% Exceptional Growth	Intra and Cross Suite Value Shift
Networking Infrastructure Services	DNA Switching	Support Enhanced	Support Enhanced	✓	✓	✗	✗	✓	✓
		Support Signature	Support Signature	✓	✓	✗	✗	✓	✓
	Catalyst Software Subscription for Switching	Support Enhanced	Support Enhanced	✓	✓	✗	✗	✓	✓
		Support Signature	Support Signature	✓	✓	✗	✗	✓	✓
	Networking Subscription Wireless	N/A	RMA Upgrade	✓	✓	✗	✗	✓	✓
	Networking Subscription Routing	N/A	RMA Upgrade	✓	✓	✗	✗	✓	✓
	Networking Subscription Switching	N/A	RMA Upgrade	✓	✓	✗	✗	✓	✓
	DNA Wireless	Support Enhanced	Support Enhanced	✓	✓	✗	✗	✓	✓
		Support Signature	Support Signature	✓	✓	✗	✗	✓	✓
	SD-WAN & Routing	Support Enhanced	Support Enhanced	✓	✓	✗	✗	✓	✓
	SD-WAN FedRAMP	SSPT	SSPT	✓	✓	✗	✗	✓	✓
	SAN Switching (MDS)	Support Enhanced	Support Enhanced	✓	✓	✗	✗	✓	✓*
	Nexus Switching (ACI)	Support Enhanced	Support Enhanced	✓	✓	✗	✗	✓	✓*
	DNA Spaces for Wireless	Support Enhanced	N/A	✓	✓	✗	✗	✓	✓
	Secure Connect	SWSS Enhanced	N/A	✓	✓	✗	✗	✓	✓
	Secure Connect	SWSS Premium	N/A	✓	✓	✗	✗	✓	✓
	Intersight	Support Enhanced	Support Enhanced	✓	✓	✗	✗	✓	✓

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Solution	Suite Name ^{2,3}	Software Services ¹	Hardware Services ¹	Full Commit Availability	Partial Commit Availability ⁴	Full Commit Suite Eligibilities			
						5% Initial Growth Cap	15% Growth Allowance ⁵ (excl. HW)	15% Exceptional Growth	Intra and Cross Suite Value Shift
Applications Infrastructure Services	Hyperflex	Support Signature	Support Signature	✓	✓	✗	✗	✓	✓
		Support Enhanced	Support Enhanced	✓	✓	✗	✗	✓	✓
		Support Signature	Support Signature	✓	✓	✗	✗	✓	✓
	AppDynamics	SSPT	N/A	✓	✓	✗	✗	✓	✓
Collaboration Services	Employee Experience	Support Enhanced	Support Enhanced	✓	✓	✓	✓	✓	✓
		Support Signature	Support Signature	✓	✓	✓	✓	✓	✓
Provider Connectivity Services	SP Routing (Multiple Suites)	Support Enhanced	Support Enhanced	✓	✓	✗	✗	✓	✓
Protection Zero Trust Services	User Protection	Support Enhanced	N/A	✓	✓	✓	✓	✓	✓
		Support Signature	N/A	✓	✓	✓	✓	✓	✓
	Cloud Protection	Support Enhanced	N/A	✓	✓	✓	✓	✓	✓
		Support Signature	N/A	✓	✓	✓	✓	✓	✓
	Breach Protection	Support Enhanced	N/A	✓	✓	✓	✓	✓	✓
		Support Signature	N/A	✓	✓	✓	✓	✓	✓
	User & Breach Protection Combination	Support Enhanced	N/A	✓	✓	✓	✓	✓	✓
		Support Signature	N/A	✓	✓	✓	✓	✓	✓
	Duo	SSPT	N/A	✓	✓	✓	✓	✓	✓
		Support Enhanced	N/A	✓	✓	✓	✓	✓	✓
		Support Signature	N/A	✓	✓	✓	✓	✓	✓
		Support Enhanced	Support Enhanced	✓	✓	✓	✓	✓	✓

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Solution	Suite Name ^{2,3}	Software Services ¹	Hardware Services ¹	Full Commit Availability	Partial Commit Availability ⁴	Full Commit Suite Eligibilities			
						5% Initial Growth Cap	15% Growth Allowance ^{5 (excl. HW)}	15% Exceptional Growth	Intra and Cross Suite Value Shift
		Support Signature	Support Signature	✓	✓	✓	✓	✓	✓
		Support Enhanced	N/A	✓	✓	✓	✓	✓	✓
		Support Signature	N/A	✓	✓	✓	✓	✓	✓
	Secure Access	Support Enhanced	N/A	✓	✓	✓	✓	✓	✓
		Support Signature	N/A	✓	✓	✓	✓	✓	✓
		Support Enhanced	Support Enhanced	✓	✓	✓	✓	✓	✓
		Support Signature	Support Signature	✓	✓	✓	✓	✓	✓
		Support Enhanced	Support Enhanced	✓	✓	✓	✓	✓	✓
		Support Signature	Support Signature	✓	✓	✓	✓	✓	✓
		Support Enhanced	Support Enhanced	✓	✓	✓	✓	✓	✓
		Support Signature	Support Signature	✓	✓	✓	✓	✓	✓
		Support Enhanced	Support Enhanced	✓	✓	✓	✓	✓	✓
		Support Signature	Support Signature	✓	✓	✓	✓	✓	✓
		Support Enhanced	Support Enhanced	✓	✓	✓	✓	✓	✓
		Support Signature	Support Signature	✓	✓	✓	✓	✓	✓
		Support Enhanced	Support Enhanced	✓	✓	✓	✓	✓	✓
		Support Signature	Support Signature	✓	✓	✓	✓	✓	✓
	Cisco XDR	Support Enhanced	N/A	✓	✓	✓	✓	✓	✓
		Support Signature	N/A	✓	✓	✓	✓	✓	✓
	Cisco Vulnerability Management	Support Enhanced	N/A	✓	✓	✓	✓	✓	✓
		Support Signature	N/A	✓	✓	✓	✓	✓	✓
Add-On Services	Cloudlock ⁶	Support Enhanced	N/A	✗	✓	✗	✗	✗	✗

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Solution	Suite Name ^{2,3}	Software Services ¹	Hardware Services ¹	Full Commit Availability	Partial Commit Availability ⁴	Full Commit Suite Eligibilities			
						5% Initial Growth Cap	15% Growth Allowance ⁵ (excl. HW)	15% Exceptional Growth	Intra and Cross Suite Value Shift
		Support Signature	N/A	✗	✓	✗	✗	✗	✗
	Cisco Secure DDoS Protection ⁶	Support Enhanced	N/A	✗	✓	✗	✗	✗	✗
		Support Enhanced	Support Enhanced	✗	✓	✗	✗	✗	✗
		Support Signature	Support Signature	✗	✓	✗	✗	✗	✗
		Support Enhanced	N/A	✗	✓	✗	✗	✗	✗
		Support Signature	N/A	✗	✓	✗	✗	✗	✗
	Security Add-ons	Support Enhanced	N/A	✗	✓	✗	✗	✗	✗
		Support Signature	N/A	✗	✓	✗	✗	✗	✗
Lifecycle Services	Lifecycle Services	N/A	N/A	✓	✗	✗	✗	✓	✗

1. RMA Upgrade means Cisco RMA Upgrade. Lifecycle Services means Cisco Lifecycle Services. The Service Descriptions for all Services in this Offer Description can be found at <https://www.cisco.com/c/en/us/about/legal/service-descriptions.html>.
2. **Combined Services** is available to bundle Your Cisco Support and Lifecycle Services, for any Suite that has Cisco Support available. Cross Suite Value Shift is not available at this time for Combined Services.
3. Services for Webex, Meraki, ThousandEyes, and Cloud Mailbox Defense are not currently available.
4. Partial Commit is not available for Services-only Suites.
5. Any associated Software Services, excluding Add-Ons, within the Security and Collaboration Portfolio will also offer 15% Growth Allowance. **No Services on Hardware are eligible for this benefit.**
6. For Umbrella, Cloudlock, and Secure DDoS Protection Suites, the corresponding Services Suite must be purchased at one of the license tiers reflected in the applicable Portfolio Features table.
7. For Nexus and SAN Switching only Intra Suite value shift is available.

3. Migration

Migration is a Buying Program capability that enables You to transfer purchased services to another Suite within the same portfolio. Migration can happen within the same suite or across suites in the same portfolio. The table below provides Services Portfolio specific supported use cases for Cross Suite License Migration.

Supported Suites	- CX SW SSPT - CX SW L1 - CX SW L2 - CX HW SSPT - CX HW L1 - CX HW L2 - Embedded CX (SW Lic + CX L0, L1)	Supported Use-Case Scenarios	<u>CX Software</u> - CX SW (SSPT/L1) to CX (L1/L2) - SW Lic + CX SW (SSPT/L1) to SW Lic + CX SW (L1/L2) <u>CX Hardware</u> - CX HW (SSPT/L1) to CX HW (L1/L2) - SW Lic + CX HW (SSPT/L1) to SW Lic + CX HW (L1/L2) <u>CX SW & HW</u> - SW Lic + CX SW (SSPT/L1) & CX HW (SSPT/L1) to SW Lic + CX SW (L1/L2) & CX HW (L1/L2) - SW Lic + embedded CX (L0) to SW Lic + embedded CX (L0) - SW Lic + upsell CX (L1) to SW Lic + upsell CX (L1) - SW Lic + embedded CX (L0) to SW Lic + upsell CX (L1) - SW Lic + embedded CX (L0) to SW Lic only
Suite Commit Status	N/A		
Supported Scenarios			
License Migration Options	Full or Partial		
Suite Purchased Eligibility	n/a		