

Support Description (Secure MSP Center)

This Support Description (this “Support Description”) describes support for licenses You purchase on the MSP Center. Capitalized term used but not defined below have the meaning set forth in the Cisco Cloud Services Terms of Use (Secure MSP Center) (“Secure MSP Terms”).

MSP is responsible for providing front-line support for the Cloud Service to its MSP End Users with respect to their use, maintenance, support, training, and technical assistance; provided that MSP may escalate support to Cisco as necessary and in compliance with any support guidelines provided by Cisco. In no event shall Cisco have any obligation to provide support directly to, or respond to support requests from, an MSP End User.

MSP Center support includes online support. Cisco will respond as set forth in the table below and may require information from MSP to resolve service issues. MSP agrees to provide the information requested and understands that a delay in providing the information to Cisco may delay resolution and response time.

MSP will also have access to Cisco.com, which provides helpful technical and general information about Cisco products, as well as access to Cisco’s on-line knowledge base and forums. Please note that access restrictions identified by Cisco from time to time may apply.

The below table outlines Cisco’s response objectives based on case severity. Cisco may adjust assigned case severity to align with the severity definitions below.

Software Support Service	Technical Support Coverage	Response Time Objective for Case Severity 1 or 2	Response Time Objective for Case Severity 3 or 4
Secure MSP Center Support	24x7 via Web and Phone	Response within 30 minutes of phone call	Response Next Business Day

For Severity definitions, see:

https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/cisco-severity-and-escalation-guidelines.pdf.

The following definitions apply:

Response time means the time between case submission in the case management system (or by phone where noted in the table above) to support engineer contact.

“Business Day” means the generally accepted days of operation per week within the relevant region where the Cloud Services will be performed, excluding local holidays as observed by Cisco.

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at <https://www.cisco.com/go/offices>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)