



## Service Description: Cisco Software and Solution Support Service

This document describes the Cisco Software and Solution Support Service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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 or equivalent services agreement, this Service Description shall govern. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Software and Solution Support Service at the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco.

**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/](http://www.cisco.com/go/servicedescriptions/). All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Software and Solution Support Service at the end of this document have the meaning ascribed in the Glossary of Terms at the above URL.

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

### Services Summary

Cisco Software and Solution Support Service provides access to a team of Solution experts, a single point of contact for issues found within the Solution, a range of technical resources for the supported Solution and Software Application Support (including provision of Major Releases). By combining these Cisco resources with the Customer's entitlements to technical support on all hardware and Solution Technology Partner(s) software that comprise the Solution, Cisco delivers support for the Solution, and co-ordinates maintenance and support activities needed to troubleshoot and address issues across the Solution.

Cisco Software and Solution Support Service applies to solutions and appliances that have been implemented following the guidance set out in the Cisco Validated Design in all material respects.

Cisco Software and Solution Support Service as described in this document are intended to supplement product-level maintenance and support agreements from Cisco and Cisco's Solution Technology Partner(s) where all hardware products and Solution Technology Partner(s) software are supported through product support services. The ability of Cisco to interact with Solution Technology Partner(s) will depend on the Customer's entitlement to support from the Solution Technology Partner.

### Cisco Software and Solution Support Service

#### Cisco Responsibilities:

- Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, fax, electronic mail or the internet with Solution and/or Application Software use, configuration and troubleshooting issues. Cisco will respond within one (1) hour for all calls received during Standard Business Hours and for Severity 1 and 2 calls received outside Standard Business Hours. For Severity 3 and 4 calls received outside Standard Business Hours, Cisco will respond no later than the next Business Day.
- Manage problems according to the [Cisco Severity and Escalation Guideline](#).
- Access to Cisco.com for information on the Solution or the Application Software being supported. This system provides Customer with helpful technical and general information on Cisco Products and solutions 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.
- Technical issue management for issues encountered with the Solution
- In the event Cisco determine escalation to a Solution Technology Partner for Third Party Product support is necessary, Cisco will work with the Customer and the applicable Solution Technology Partner to open a

case for the Customer in the Solution Technology Partner's case management system.

- As part of the Services, it may be necessary for Cisco to disclose Customer information to the applicable Solution Technology Partner. Such information may include logs, diagnostic results and contact information.
- Cisco will work with the applicable Solution Technology Partners on issue diagnosis and resolution of the Customer's issue.
- Cisco will provide updates on actions taken to resolve the Customer's issue as a single point of contact.
- Work-around solutions or patches to reported Application Software problems using reasonable commercial efforts. For an Application Software patch, a Maintenance Release for the Application Software experiencing the problem will be provided as follows: (a) download from Cisco.com (as available), or (b) shipment of Application Software on media such as CDROM using a nominated carrier. Requests for alternative carriers will be at Customer's expense.
- Minor and Maintenance Releases. The Application Software releases and supporting Documentation are available on the Cisco.com Software Center ([www.cisco.com/go/software](http://www.cisco.com/go/software)) or on media such as CDROM, through the Cisco Product Upgrade Tool (PUT) ([www.cisco.com/upgrade](http://www.cisco.com/upgrade)). Applicable supporting Documentation, if available, is on Cisco.com and is limited to one copy per release. Additional copies may be purchased.
- Cisco-provided, on request, Major Application Software Releases. Such Updates are limited to Application Software releases that have been validly licensed and paid for and that are covered under a current Software and Solution Support Service contract. The Application Software releases and supporting documentation will be made available on the Cisco.com Software Center ([www.cisco.com/go/software](http://www.cisco.com/go/software)) or on media such as CDROM through the Cisco Product Upgrade Tool (PUT) ([www.cisco.com/upgrade](http://www.cisco.com/upgrade)). Applicable supporting documentation if available, is on Cisco.com and is limited to one copy per licensed Software
- Customer will open a case with Cisco for the initial service investigation unless otherwise instructed by Cisco.
- Customer acknowledges that it will be necessary for Cisco to disclose Customer information to Solution Technology Partners for the purposes of case response, product specific support, advance troubleshooting and product issue resolution and Customer authorizes such disclosure.
- Customer is required, at the Customer's expense, during the term of the Services, to procure and sustain a level of technical maintenance and support on all hardware and software elements of the Solution, at no less than a reasonable level for elements operating in a production environment.
- Provide, at Customer's expense, reasonable access to the Solution elements through the Internet or via modem to establish a data communication link between Customer and the Cisco TAC engineer and/or Solution Technology Partner support personnel as applicable and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.
- Customer will be required to have and maintain permissions to access Solution Technology Partner websites for Solution Technology Partner software releases (i.e., patches, updates and upgrades) as well as for specific information, documentation and knowledge base related to Third Party Software that may interact with the Solution
- Customer will be required to implement and maintain the Solution being covered by these Services following the guidance set out in a current version of the Cisco Validated Design in all material respects.
- Provide thirty (30) day Notice to Cisco of material increase in the scale of the Solution being supported.
- Provide current shipment contact information as follows: contact name, title, address, telephone number, e-mail address, and fax number.
- Provide valid and applicable contract numbers, component level serial numbers or other applicable entitlement information as requested by Cisco or the applicable Solution Technology Partner for 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 Solution components, 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 Cisco's PUT. Customer is responsible for reviewing the list on an

#### Customer Responsibilities:

The provision of the Service options assumes that Customer will:

- Provide a severity level as described in the [Cisco Severity and Escalation Guideline](#) for all the calls Customer places.

annual basis and adding or removing personnel as necessary.

- Update to the latest Cisco, and/or latest Solution Technology Partner software release, if advised by Cisco or Solution Technology Partner, as applicable to correct a reported problem.
- Pay to Cisco all engineering time, travel, and out-of-pocket expenses if Customer request performance of onsite Services or Services outside the scope of Service options described in this document.
- Provide any hardware and/or software required to perform fault isolation.
- Acquire, install, configure and provide technical support for all:
  - Solution Technology Partner Products, including upgrades required by Cisco or related Services; and
  - Network infrastructure, including, but not limited to, local and wide-area data Networks and equipment required by Cisco for operation of Application Software.
- 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 your 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.
- Verify any in-transit damage of the media for the Application Software releases.
- Receive Services on Cisco Application Software for which Customer has:
  - Purchased a valid and current license for the latest Major and Minor release or is renewing support for a valid supported license revision.
- Maintain Customer's entire Application Software implementation for configurable Application Software currently in use under the same Service option for Cisco to provide Services for any portion of Customer's Application Software implementation.
- Feature Set Upgrades that were available during the service contract term but not purchased during this service contract term will not be made available nor will the Customer have any rights to these Feature Set Upgrades outside the term of this service contract.

<b>Supplemental Glossary of Terms for Cisco Software and Solution Support Service</b>
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- **Cisco Validated Design** means a design created and validated by Cisco and published on Cisco.com at [www.cisco.com/go/designzone](http://www.cisco.com/go/designzone), incorporated herein by reference.
- **Independent Software Vendor** means a supplier of Third Party Software.
- **Solution Technology Partner** means an independent technology supplier whose products have been validated for inclusion by Cisco in a Cisco Validated Design.
- **Solution** means a solution or appliance based on a Cisco Validated Design.
- **Third Party Software** means software developed by either a Solution Technology Partner or an Independent Software Vendor. This software may include both initial software releases and upgrades/updates developed after initial release by the Solution Technology Partner or an Independent Software Vendor, as applicable.
- **Third Party Product** means non-Cisco hardware or software Customer has acquired directly from Solution Technology Partner that is used within the Solution.