



## Service Description: Cisco Smart Bonding Business-to-Business (B2B)

This document describes Cisco Smart Bonding Business-to-Business (B2B) service feature, and the terms and conditions under which you ("you" or "Customer") may use and access Smart Bonding B2B (or permit an Authorized Channel to use and access Smart Bonding B2B on your behalf, as applicable) to address service requests in an automated manner.

**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 Access from Cisco.** If you have obtained access to Smart Bonding B2B directly from Cisco, this document is incorporated into your Master Services Agreement ("MSA"), System Integrator Agreement ("SIA") or other applicable written agreement (individually and collectively referred to as the "Agreement") related to Cisco's provision of services to you.

**Access via Cisco-Authorized Channel.** If you have obtained access to, or are permitting or participating in the use of, Smart Bonding B2B through a Cisco-Authorized Channel, this document is for description purposes only; it is not a contract and does not create any rights or obligations for you or Cisco. The contract, if any, governing the provision of, or your participation in the use by a Cisco-Authorized Channel of, Smart Bonding B2B will be the one between you and your Cisco Authorized Channel. Your Cisco-Authorized Channel should provide this document to you; or you can obtain a copy of these Smart Bonding B2B terms and conditions at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).

### Cisco Smart Bonding B2B

#### Service Summary

Cisco Smart Bonding Business-to-Business (Smart Bonding B2B) is the integration and synchronization of a Customer or Cisco-Authorized Channel ("Partner") support case management system with the Cisco Technical Assistance Center (Cisco TAC). It enables the Customer or Partner, as applicable, to create, monitor, update and close Cisco service requests from their own ticketing system and synchronizes case information instantly between Cisco and the Customer or Partner, as applicable, virtually eliminating the delays associated with iterative status updates. It creates a platform for instant collaboration and information sharing throughout the support workflow.

#### Cisco Responsibilities:

- Cisco will provide the capability for eligible Customer or Partner ("Eligible Party"), as applicable, to electronically connect to Cisco's Technical Assistance Center (TAC) and its incident management system in a secure fashion.
- Cisco will provide the data and business process guidelines for managing service request.
- Cisco will provide support for the Smart Bonding business-to-business connection through the predefined standard support process <http://www.cisco.com/web/tsweb/pdf/cisco-support-smart-bonding.pdf>.
- Once the B2B connection is made between Cisco and the Eligible Party's case management system and Cisco TAC, all standard service request rules apply:  
  
Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist with Product use, configuration and trouble shooting issues and access to Cisco.com. Cisco will respond within thirty (30) minutes for Severity 1 and Severity 2 calls and within one (1) hour for Severity 3 and Severity 4 calls received during Standard Business Hours. For Severity 1 and 2 calls received outside Standard Business Hours, Cisco will respond within one (1) hour and 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](#).
- Cisco TAC provide case updates, attachments, closures as part of the B2B service request update process to insure the service case history is available to the Eligible Party.

#### Eligible Party Responsibilities:

- Continue to make the proper enhancements to their incident management systems if required to insure a secure business-to-business integration with Cisco TAC.

- Provide a support plan in case the B2B connectivity or the incident case management system fails.
- Provide a priority level as described in the [Cisco Severity and Escalation Guideline](#) for all the Cisco service requests created via B2B.
- Provide valid and applicable serial numbers for all Product problems and issues reported to Cisco or where Eligible Party is seeking information from Cisco in connection with Product use. Cisco may also require Eligible Party to provide additional information in the form of location of the Product, city location details and zip code information.
- In the case of B2B redirects where Cisco sends the B2B service request to Eligible Party based on set business rules, Eligible Party has ownership of the service request and the proper escalation is made by Eligible Party to Cisco if and when assistance is required by Cisco TAC for that service request.
- Smart Bonding B2B supports Severity 3 and Severity 4 cases via B2B. For any service requests cases submitted via B2B with a Severity 1 or a Severity 2, Eligible Party submitting B2B service request must also follow this with phone call to Cisco TAC at 1-800-553-2447. Once a live agent is on the phone, the

Cisco agent will perform a phone “warm-transfer” to the appropriate Cisco TAC engineer.

- Eligible Party must provide permission to enable Cisco to close a service request. When the service request is closed by Cisco, a ‘closed’ status message is sent to the Eligible Party’s ticketing system; along with closing remarks from the Cisco TAC engineer. These remarks include “problem summary,” “description,” and “resolution”. Note, this will require the Eligible Party’s ticketing system to accept case notes even though the ticket may be in a “closed” or “resolved” state.

**Termination.** Cisco may in its discretion at any time discontinue Smart Bonding B2B and/or terminate Eligible Party’s access to Smart Bonding B2B. Eligible Party may at any time in its discretion elect to stop utilizing Smart Bonding B2B and revert to the standard service request requirements defined within the service purchased by Eligible Party.