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Service Description: Cisco Third Party Support Service

This document describes Cisco's Third Party Support Service ("3PS").

3PS is only available when the corresponding Third Party Product has been purchased through Cisco *and* when all Cisco products that interact with the Third Party Product are supported through a minimum of core product-level support services such as Cisco's SMARTnet, Essential Operate Services or Software Application Support, as applicable.

Related Documents: This document should be read in conjunction with the following documents also posted at <u>www.cisco.com/go/servicedescriptions/</u>: (1) Glossary of Terms; (2) List of Services Not Covered. 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), Advanced Services Agreement (ASA), or equivalent services agreement executed between you and Cisco. All capitalized terms not defined in the Supplemental Glossary of Terms for 3PS at the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco. If not already covered in your MSA or equivalent services agreement, this document should be read in conjunction with the Related Documents identified above. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

Sale via Cisco-Authorized Reseller. These Services are not available through a Cisco-Authorized Reseller.

Service Summary:

Cisco 3PS consists of Cisco Customer Interactive Network ("CIN") to assist the Customer in opening a case for the Third Party Product with the Third Party Vendor. Cisco 3PS is provided for the Customer's convenience and the Customer will look solely to the Third Party Vendor for Third Party Product support beyond Cisco's responsibilities identified below.

Cisco Responsibilities:

- Provide access to Cisco call support and CIN twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year to assist the Customer by performing basic triage to identify Third Party Product as the source of the problem and opening a case for the Third Party Product with the Third Party Vendor if it has been determined the Third Party Product is the source of the problem. Receipt of the case by the Third Party Vendor is subject to the Third Party Vendor support hours of operation.
- 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.
- If it has been determined that the Third Party Vendor has to be engaged in trouble-shooting the problem, Cisco will assist Customer in opening a case for the Third Party Product with the Third Party Vendor. The Customer will then work directly with the Third Party Vendor to address the case. In

certain instances, Cisco may require that Customer contact Third Party Vendor directly rather than Cisco for Third Party Product issues. Third Party Vendor response and resolution times may vary.

• During case response, it may be necessary for Cisco to disclose Customer information to Third Party Vendor. Such information may include logs, diagnostic results and contact information.

Customer Responsibilities:

The provision of this Service assumes that Customer will:

- Provide a severity level to Cisco support as described in the Cisco Severity and Escalation Guideline for all the calls Customer places.
- Work directly with the Third Party Vendor to resolve Third Party Product issues after a case has been opened with the Third Party Vendor and work within Third Party Vendor's response and resolution times.
- Contact Third Party Vendor directly for any Third Party Software releases including patches, updates and upgrades. Third Party Software releases are not provided or licensed by Cisco.
- Access Third Party Vendor website, if available, for any Third Party Software releases (e.g., patches, updates and upgrades) as well as for specific information, documentation, knowledge base related to Third Party Product.
- Work directly with Third Party Vendor for any Third Party Hardware issues including repair or replacement of Third Party Hardware.
- Acknowledge that it may be necessary for Cisco to disclose Customer information to Third Party Vendor for the purposes of case response, advance troubleshooting and issue resolution and authorize such disclosure.
- Provide valid and applicable serial numbers for all Third Party Product problems and issues reported to Cisco or where Customer is seeking information from Cisco in connection with Third Party Product use. Cisco may also require Customer to provide additional information including but not limited to: location of the Third Party Product, city location details and zip code information.
- Make all reasonable efforts to isolate the problem to the Third Party Product prior to requesting support from Cisco.
- Provide thirty (30) days Notice to Cisco of any requested addition(s) to your Equipment List.
- Provide current shipment contact information as follows: contact name, title, address, telephone number, e-mail address, and fax number.
- Work with Third Party Vendor to ensure continued interoperability and compatibility of Third Party Products with all other products, including updates and upgrades, within the solution.
- Contact Third Party Vendor for any applicable supporting documentation.

Supplemental Glossary of Terms for Cisco's 3PS

- Third Party Vendor means a supplier of Third Party Product.
- Third Party Product means hardware or software product supplied by a Third Party Vendor.
- Third Party Software means software licensed directly to Customer by Third Party Vendor.

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