CISCO

Technical Support Operations Management Service

This document describes Cisco's Technical Support Operations Management ("TSOM") service.

 Related Documents: This document should be read in conjunction with the following documents also posted at 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, this Service Description shall govern.

Sale via Cisco Authorized Channel. If you have purchased these Services through a Cisco Authorized Channel, this document is for description purposes only; it 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 Channel. Your Cisco Authorized Channel 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/.

Service Summary:

This TSOM Service is intended to supplement a current support agreement for Cisco products and is only available where Product(s) in the Customer's Network are actively supported through a minimum of core services such as Cisco's SMARTnet, SP Base and/or Software Application Services as applicable. All reports and services in this Service Description will be provided only on those devices in the Customer's Network covered by SMARTnet or SP Base. Cisco shall provide the TSOM as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

Technical Support Operations Management is a queue based support service that provides the Customer detail and where appropriate escalation of high priority service requests, trending and analysis of reactive issues, reporting and escalation of systemic or critical Customer issues and Customer training collateral.

Technical Support Operations Management ("TSOM")

TSOM is a standard business hour queue based service providing monitoring and escalation support of Customers' Service Requests and RMAs, trending, analysis, reporting of reactive issues, and recommendations for training and support.

Cisco Responsibilities. Cisco will provide the following during Standard Business Hours:

- Live Customer TSOM kickoff that includes introduction to the service and description of Service Request opening and escalation processes.
- Provide Service Request and RMA monitoring support every Business Day for Severity 1 and 2 incidents and every two Business Days for Severity 3 and 4 incidents.
- Escalation support for service requests and RMAs during Standard Business Hours.
- Deliver training and support recommendations via an online data repository that includes Cisco support and escalation processes, Service Request opening and updating processes, RMA processes, and recommendations based on data trends.
- Collate systemic issues and make recommendations to Customer based on Service Request trends.
- Deliver monthly reports (Excel format) via an online data repository that includes summary level information for the Customer's Service Requests and RMAs
- Deliver a semi-annual business review (PowerPoint format) via conference call and online data repository that includes Service Request response and closure metrics, customer satisfaction information, and TSOM escalation detail.

Customer Responsibilities

- Designate a representative to act as the primary interface with Cisco.
- Attend a mutually agreed kick-off meeting.
- Follow the prescribed Service Request opening and escalation processes (to open Service Requests - S3/S4 on line, S1/S2 call. To escalate – email or call).
- Reply to customer satisfaction surveys.
- Provide contact information for setting up data repository access, and a mailer list.
- Provide service contracts to be monitored.