



Service Description: Cisco Solution Support Plus for Application Centric Infrastructure

This document describes the Cisco Solution Support Plus for Application Centric Infrastructure (ACI) service offering, which is only available for specifically designated Cisco Nexus ACI Fabric products such as the Nexus 9000 Leaf and Spine Switches, ACI Software License and ACI Application Policy Infrastructure Controller (APIC) when leveraging the full functionality of the APIC and the ACI Ecosystem.

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. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Solution Support Plus for ACI 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. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Solution Support Plus for ACI at the end of this document have the meaning ascribed in the Glossary of Terms at the above URL.

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

Services Summary

Cisco Solution Support Plus for ACI is comprised of: 1) interoperability troubleshooting, issue isolation and case management for the Nexus 9000 Leaf and Spine Switches, ACI Software Licenses, ACI APIC and third-party products, which are utilized for an ACI Ecosystem; and 2) Product Support with Smart Net Total Care equivalent service delivery only on Cisco ACI Fabric devices which include Cisco Nexus 9000 Leaf and Spine Switches, ACI Software Licenses and ACI APIC.

In the event that other Cisco products not defined in this Service Description are included in the Customer's ACI Ecosystem environment, they are included in the Solution Support for interoperability troubleshooting, issue isolation and case management, but are not be eligible to receive Product Support under this offer and a separate service contract must be purchased in order to receive support on those affected Cisco products.

The ability of Cisco to interact with both Cisco product support and product support from ACI Third Party Vendor(s) will depend on how the ACI Third Party Vendor will collaborate with Cisco for case management as well as the Customer's entitlement to product support from the ACI Third Party Vendor. Cisco Solution Support Plus for ACI does not cover support of third party hardware or software. Support agreements for these are between the Customer and the ACI Third Party Vendor(s).

Cisco Solution Support Plus for ACI

Cisco Responsibilities:

- Cisco Solution Support Center access 24 hours per day, 7 days per week to assist by telephone, fax, electronic mail or the internet with Solution use, configuration and interoperability troubleshooting, issue isolation and case management associated with ACI Ecosystem. 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.

- **Product Support.** As part of Solution Support Plus for ACI, Cisco shall provide the services described in the Cisco Responsibilities of the relevant service descriptions such as Smart Net Total Care, located at www.cisco.com/go/servicedescriptions, incorporated herein by reference, for only the Cisco devices which comprise the Solution, resulting in Technical Assistance Center (TAC) support, Cisco.com access, software support, advanced hardware replacement, as selected, and Smart enablement. ACI Third Party Vendor products are not covered by SSPT Plus for ACI.
- Manage problems according to the [Cisco Severity and Escalation Guideline](#).
- Access to Cisco.com for information on the Solution being supported. This system provides Customer with helpful technical and general information on the ACI Ecosystem. Please note that access restrictions identified by Cisco may apply.
- To the extent allowed by the ACI Third Party Vendor(s), Cisco will provide technical issue case management to maintain a collaborative oversight and resolution with the ACI Third Party Vendor.
- In the event Cisco determines that an escalation with ACI Third Party Vendor is required to resolve the issue for the Customer, Cisco will, to the extent allowed by the ACI Third Party Vendor, work with the ACI Third Party Vendor in a collaborative manner. In the event that the ACI Third Party Vendor does not allow Cisco to work with them in a collaborative manner, the Customer may be required to engage the ACI Third Party Vendor to resolve the issue.
- As part of the Services, it may be necessary for Cisco to disclose Customer information to the applicable ACI Third Party Vendor. Such information may include logs and contact information.
- Cisco will provide information, to the extent allowable, to the applicable ACI Third Party Vendor conducting 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.
- As needed, Cisco may open cases on behalf of Customer with the applicable ACI Third Party Vendor.

Customer Responsibilities:

The provision of the Service assumes that Customer will:

- Ensure that the Cisco Solution Support Plus for ACI is purchased with the applicable Cisco ACI products.
- Provide a severity level as described in the [Cisco Severity and Escalation Guideline](#) for all Customer support requests.
- Customer acknowledges that it will be necessary for Cisco to disclose Customer information to ACI Third Party Vendor(s) 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 Solution elements through the Internet or via modem to establish a data communication link between Customer and the Cisco engineer and/or ACI Third Party Vendor 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 ACI Third Party Vendor websites for ACI Third Party Vendor 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.
- 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 ACI Third Party Vendor for problems and issues reported to Cisco. Cisco may also require Customer provide additional information in the form of location of components, city location details and Postal 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. Customer is responsible for reviewing the list on an annual basis and adding or removing personnel as necessary

- Update to the latest Cisco, and/or latest the applicable ACI Third Party Vendor software release, if advised by Cisco to correct a reported problem.
- Pay to Cisco and/or the applicable ACI Third Party Vendor all engineering time, travel, and out-of-pocket expenses if Customer request performance of Services outside the scope of this document.
- Provide any hardware and/or software required to perform fault isolation.
- Acquire and maintain technical support for all Cisco and ACI Third Party Vendors products, including application of upgrades.
- **Product Support.** Customer shall comply with the Customer Responsibilities of the applicable product support service description such as Smart Net Total Care, located at www.cisco.com/go/servicedescriptions, incorporated herein by reference, for the Cisco devices that comprise the Solution.

Supplemental Glossary of Terms for Cisco Solution Support for ACI
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- **ACI Third Party Vendor** means an independent technology supplier and/or Open Stack provider(s) whose products are used in the Customer's ACI Ecosystem.
- **Application Centric Infrastructure (ACI) Ecosystem** consists of the Nexus 9000 Leaf and Spine Switches, ACI Application Policy Infrastructure Controller (APIC), ACI Software Licenses and interfaces with third-party products that comprise the entire ACI environment including southbound and northbound APIs. Functions addressed in the ACI Ecosystem include automation, orchestration, virtualization, system monitoring and hypervisor and Layer 4-7 services with ACI Third Party Vendor(s).
- **Open Stack** means an open source orchestration software stack, which is commercially available from an Open Stack provider or considered as a "hardened release", for purposes of this Service, having been tested and offered by Open Stack providers identified by Cisco. Open source versions that are not commercially available or considered as a "hardened release" are not eligible to be covered under this Service.
- **Smart** means the utilization of automated software-enabled capabilities that collect network diagnostic data, analyzed and compared with Cisco's deep knowledge base to provide actionable insight.
- **Solution** means Cisco ACI Fabric products and ACI Third Party Vendor products in the ACI Ecosystem.
- **Third Party Software** means software developed by ACI Third Party Vendor. This software may include both initial software releases and upgrades/updates developed after initial release by the ACI Third Party Vendor.