



Service Description: Cisco Developer Network Support Services

This document describes Cisco Developer Network Support Services.

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), 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 Developer Services Program Support Services 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.

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Cisco shall provide the Cisco Developer Network Support Services described below as selected and detailed on the Purchase Order and Quote Form for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote part number and price.

Cisco Developer Network Support Services

Cisco Responsibilities:

Technical Support

- Cisco will provide technical support via Cisco.com, telephone, or electronic mail, as appropriate, during Cisco Standard Business Hours using standard Cisco support applications and tools for Case purchased and opened by Customer.
- Cisco will respond to Customer's requests in accordance with Cisco Developer Network Support Services Problem Severity Guideline shown below. Case resolution time for Customer developers located outside North America may be longer in the escalation process.
- Provide Customer with limited access to Cisco.com.

Customer Responsibilities:

The provision of the Service assumes that Customer will:

- Customer will escalate issues to Cisco pursuant to Cisco Developer Network Support Services Problem Severity Guideline shown below.
- Customer acknowledges that it is not entitled to support on Cisco products not covered under this Agreement. Support for Cisco products is covered under separate service maintenance agreements.

Services Not Covered

In addition to those Service Not Covered posted at www.cisco.com/go/servicedescriptions/, the following are not supported under the Cisco Developer Network Support Services:

- Any customization of the SDP, porting of the SDP, or labor to install the SDP.
- Any Hardware or Software Customer may need to acquire that is related to this Agreement.
- Support or replacement of Product or SDP that are altered, modified, mishandled, destroyed or damaged by natural causes or damaged due to a negligent or willful act or omission by Customer other than as specified in the applicable Cisco-supplied documentation.

- Services to resolve Product or SDP problems resulting from third party products or causes beyond Cisco's control.
- Any support, upgrade or maintenance for the Product, excluding the SDP.
- Services for non-Cisco development tools or any non-Cisco software installed in the Product.
- Any Hardware upgrade required to run new or updated SDP.
- Customer acknowledges that it is not entitled to support on Cisco products not covered under this Agreement. Support for Cisco products is covered under separate service maintenance agreements.

Glossary of Terms for Cisco Developer Network Support Services

The following terms, as defined below, apply solely to this Service Description:

Bug Fix means any modification or revision to the Supported Developer Product (SDP), other than an Enhancement, that corrects an error or provides other incidental corrections.

Case means a single support issue and the reasonable effort(s) needed to resolve it such as technical assistance provided by Cisco personnel to Customer regarding questions, clarifications, problems, Bug Fixes, status of Case and escalation of Case with respect to the SDP. A single support issue cannot be broken down into subordinate issues. If a Case consists of multiple issues, each subordinate issue shall be considered a separate Case. A Case may require multiple telephone calls and off-line research to achieve final resolution. Cisco has the right to close a Case if Cisco determines: a) the Case is not a problem but an enhancement request; b) the Case is not a problem but an inherent feature of the product; or c) a workaround was provided for resolution.

Enhancement means a change, addition or new release, other than Bug Fix to the SDP that adds new functions or features, or improves functions or performance by changes to system design.

Hardware means either tangible Customer Product or other tangible product previously purchased by Customer from Cisco.

Product means a single Customer product in which the SDP has been integrated.

Quote Form is a Cisco provided document identifying the type and prices of Services and is incorporated into this Agreement by reference.

Services means the general technical advice described in Section 3 in response to Case opened by Customer.

Standard Business means Monday through Friday 8:00am to 5:00pm local time, excluding any Cisco observed holidays (list of Cisco observed holidays provided on request).

Supported Developer Products ("SDP") means a Cisco product or technology which may include object code, software libraries, application programming interfaces ("API"), software tools, sample source code, published specifications and documentation.

Cisco Developer Network Support Services Problem Severity Guideline

To ensure that all problems are reported in a standard format, Cisco has established the following problem severity definitions. Customer must assign a severity, in accordance with the Case priorities defined below, to all Cases submitted to Cisco. Cisco will make reasonable commercial efforts during standard business hours to resolve Cases:

CASE SEVERITY DEFINITIONS:

Severity 1 (P1) - Critical issue with severe impact to Customer's business operation. Customer's business operations are proceeding but production and/or profitability will be severely affected within several days. A major feature of the SDP is unusable/ or has caused irreparable loss of data. Development may be halted.

Severity 2 (P2) - Time sensitive issue with negative impact to Customer's business operation. Significant aspects of Customer's business are still proceeding but issue may affect long-term productivity. A major feature is operational but unstable or unreliable. Development can be continued.

Severity 3 (P3) - An issue with insignificant impact to Customer's business operation. Most operations remain functional with little impact over time. A major feature requires enhancements or fixes that are targeted for updates but do not result in loss of functionality.

Severity 4 (P4) - Information or assistance is required on SDP capabilities or documentation. There is clearly little or no impact to the Customer's operation. Issue requires no further action beyond possibly follow-up.

RESPONSE GUIDELINE

	Severity 1	Severity 2	Severity 3	Severity 4
Initial Response	4 Hours	1 Day	1.5 Days	2 days