

Service Description: Cisco Support Services for On Premises Application Software Subscription Term

This document describes the available support services that accompany the term licensed Application Software in which support services are embedded in the subscription.

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.

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Cisco Support Services for On Premises Application Software Subscription Term support services provides three options for support services: Basic, Premium and Solution Support. Cisco shall provide the Basic, Premium or Solution Support services described below as selected on the Purchase Order for the purchase of the Application Software Subscription.

Service Summary

Cisco Support Services for On Premises Application Software Subscription Term support services are available in

three service levels that offer increasingly value-add deliverables. Each service level supports one or more business outcomes and extends the coverage of the previous level.

- Basic
- Premium
- Solution Support for certain products.

Cisco Responsibilities

- **Basic Support.** Cisco will provide the following:
 - Cisco Technical Assistance Center (TAC) access 7 a.m. to 7 p.m., Local Time, Monday through Friday.
 - Cisco will address cases opened only by electronic mail or Internet.
 - When Customer contacts Cisco within the above stated Local Time, Cisco will respond as follows based on the Severity of the case:
 - Severity 3: 8 Business Hours
 - Severity 4: 12 Business Hours
 - For cases received by Cisco outside of the 12 hour Local Time window, Cisco will respond no later than the next Business Day via email.
 - Manage problems according to the Cisco Severity and Escalation Guideline.
 - Access to Cisco.com. This system provides Customer with helpful technical and general information on Cisco Products as well as access to Cisco's on-line Software Center library. Please note that access restrictions identified by Cisco from time to time may apply.
 - Work-around solutions or patches to reported Application Software problems using reasonable commercial efforts. For a patch, a Maintenance Release for the issue will be provided as follows: (a) download from Cisco.com (as available), or (b) shipment on media such as CDROM using a nominated carrier. Requests for alternative carriers will be at Customer's expense.
 - Major, Minor and Maintenance Releases. The Software releases and supporting Documentation are available on the Cisco.com Software Center (www.cisco.com/software) or on media such as CDROM, through the Cisco Product Upgrade Tool (PUT) (www.cisco.com/upgrade) or automated software delivery tools. Applicable supporting Documentation, if available, is on Cisco.com and is limited to one copy per release. Additional copies may be purchased.

- When applicable, Cisco will provide Feature Set Upgrades of Cisco software.
- **Premium Support.** In addition to the those activities under **Basic Support**, Premium support offers the following value-add deliverables:
 - Cisco Technical Assistance Center (TAC) access 24 hours per day, seven days a week.
 - Cisco will address cases opened by phone, electronic mail or Internet.
 - In addition to Severity 3 and 4, Premium Support includes Severity 1 and 2.
 - 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.

Exception Service Level for specific products. For Cisco Cloud Center Manager, the following Solution Support service also applies:

- **Solution Support.** In addition to those activities under **Premium Support**, Solution Support offers the following value-add deliverables:
 - Troubleshooting, issue isolation and case management with Third Party Vendor(s) associated with the Solution in the Customer environment. The ability of Cisco to interact with a Third Party Vendor is dependent on the Customer's entitlement to product support from Third Party Vendor.
 - Solution Support provides a primary point of contact for issues found within the Solution.
 - Solution Support does not provide any support for any Third Party Application associated with the Solution. Product support or Third Party Application support are provided through separate service contracts entered into between Customer and Third Party Vendor.
 - Cisco will provide information, to the extent allowable, to Third Party Vendor in support of Third Party Vendor addressing and resolving the Customer's issue.
 - Cisco will provide updates on actions taken to resolve the Customer's issue as a single point of contact.
 - For some Solutions, Cisco may open cases on behalf of Customer with Third Party Vendor provided Customer and Third Party Vendor have agreed to allow Cisco to act as Customer's agent in this limited capacity.

Customer Responsibilities

The provision of the Service options assumes that Customer will:

- Provide a severity level as described in the Cisco Severity and Escalation Guideline for all the calls Customer places.
- Customer will open a case with Cisco for the initial service investigation based on the Service option purchased:
 - Basic: Electronic mail or the internet ONLY
 - Premium: Phone, electronic mail or the Internet
 - Solution Support: Phone, electronic mail or the Internet
- Make all reasonable efforts to isolate the Application Software problem prior to requesting support from Cisco under the Basic or Premium Support.
- Customer acknowledges that it will be necessary for Cisco to disclose Customer information to Third Party Vendor(s), as applicable, 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 Application Software term, to procure and sustain a level of technical maintenance and support on all hardware and software elements, at no less than a reasonable level for elements operating in a production environment.
- Provide, at Customer's expense, reasonable access to the Application Software and/or Solution elements through the Internet or via modem to establish a data communication link between Customer and the Cisco TAC engineer and/or 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 Third Party Vendor websites for 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
- Customer will be required to implement and maintain the Solution being covered by these Services following the guidance set out in a current version of the Cisco Validated Design or reference architecture in all material respects.
- 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 for problems and issues reported to Cisco or where Customer is seeking information from Cisco in connection with Product use. Cisco may also require Customer to provide additional information in the form of location of the Solution components, city location details and zip 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 and to download Application Software from Cisco.com or Cisco's PUT. Customer is responsible for reviewing the list on an annual basis and adding or removing personnel as necessary.
- Update to the latest Cisco Application Software release, and/or latest Third Party Vendor software release, if advised by Cisco or Third Party Vendor as applicable to correct a reported problem.
- Pay to Cisco all engineering time, travel, and out-of-pocket expenses if Customer request performance of onsite Services or Services outside the scope of Service options described in this document.
- Provide any hardware and/or software required to perform fault isolation.
- Acquire, install, configure and provide technical support for all:
- Third Party Vendor Products, including upgrades required by Cisco or related Services; and
- Network infrastructure, including, but not limited to, local and wide-area data Networks and equipment required by Cisco for operation of Application Software.
- Verify any in-transit damage of the media for the Application Software releases.
- Maintain Customer's entire Application Software implementation for configurable Software currently in use under the same Service option for Cisco to provide Services for any portion of Customer's Software implementation.
- **Cisco Validated Design** means a design created and validated by Cisco and published on Cisco.com at www.cisco.com/go/designzone, incorporated herein by reference.
- **Solution** means a solution based on a Cisco Validated Design or reference architecture and is addressed in a Cisco Solution Support Service Definition Document.
- **Third Party Product** means non-Cisco hardware or software Customer has acquired directly from Third Party Vendor that is used within the Solution.
- **Third Party Vendor** means those independent entities whose products have been approved by Cisco for inclusion in the Solution.

Supplemental Glossary of Terms for Cisco Support Services for On Premises Application Software Subscription Term

- **Cisco Solution Support Service Definition Document** means a document identifying technology infrastructures supported under the Cisco Solution Support Services and the varying levels (Tier 1, Tier 2 or Tier 3) of coverage provided by Cisco on Third Party Products.