Service Description: Cisco Extended Care Custom Application Support

This document describes the Cisco Extended Care Custom Application Support (CAS).

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; (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.

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Cisco Extended Care Custom Application Support

Cisco Responsibilities:

- Cisco Extended Care CAS team access, and to the extent necessary, Cisco integration team access, during Standard Business Hours, five days per week, to assist by telephone, electronic mail, or the Internet with Cisco Extended Care Customer solution use, integration, configuration, and troubleshooting issues. Cisco response to Customer within one (1) hour for Severity 1 and 2 calls received during Standard Business Hours and for Severity 3 and 4 calls received during Standard Business Hours Cisco will respond on next business day. For all calls received outside Standard Business Hours, Cisco will respond no later than the next business day.

- Manage problems according to the Cisco Severity and Escalation Guidelines except where noted in this Service Description.

- Provide an appropriate level of Customer access to Cisco.com containing technical and general information on Cisco Products as well as access to Cisco's online Software Center library. Note that access restrictions identified by Cisco from time to time may apply.

- In a manner complying with applicable law and regulation:

  ◦ Provide minor releases or generate workaround solutions to reported Cisco Extended Care Software problems using reasonable commercial efforts, or implement a patch to the Cisco Extended Care Software. For a Cisco Extended Care Software patch, Cisco will provide a Bug Fix to Customer for the Cisco Extended Care Software experiencing the problem and instructions on how to retrieve Bug Fixes. If the electronic medium does not work for the Customer, the Customer may request that the fixes be sent by next-day delivery service or some other shipment medium.

  ◦ Provide Bug Fixes, Maintenance Releases, Minor Releases and Major Releases for the Cisco Extended Care Software during the service term.

  ◦ Perform Tier 2/3 solution-level incident and problem management by managing all incidents, from escalation and recording through to resolution with known fix or workaround and closure.

  ◦ Perform configuration and change management by maintaining an inventory of the Cisco managed elements in the Cisco Extended Care solution and coordinate any changes (to address availability and performance) whether as a result of an incident or upon request.

Customer Responsibilities:

The provision of the Service options assumes that Customer will:

- Provide a severity level as described in the Cisco Severity and Escalation Guidelines for all the calls from the Customer.

- Provide, at no charge to Cisco, reasonable access to the Product through the Internet or via modem to establish a data communications link between Customer and Cisco and system passwords so that problems may be diagnosed and, where possible, corrected remotely.

- Be responsible for any Hardware required to perform fault isolation.

- Notify Cisco, using Cisco.com, of Product on the Equipment List, which Customer has moved to a new location within thirty (30) days of such relocation. Services will be provided to Customer beginning thirty (30) days after receipt of notification. Cisco will need Customer to notify Cisco of any modifications to the Product and configuration including upgrades or changes to Field Replaceable Unit (FRU) not in the original configuration within five (5) days of such modification.

- Provide current shipment contact information as follows: contact name, title, address, telephone number, email address, and fax number.

- Provide valid and applicable serial numbers for all Product 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 Product, city location details, and ZIP code information.

- Verify any in-transit damage of the media for the Cisco Extended Care Software updates.

- Update to the latest Cisco Extended Care Software release and latest third-party Software release, if required by Cisco, to correct a reported Product problem.

- Pay all engineering time, travel, and out-of-pocket expenses if Customer requests performance of onsite Services or Services outside of the Scope of Service options described in this document.

- Receive Services on Cisco Extended Care solution for which Customer has purchased a valid and current license for the latest Major and Minor Release or renewing support for a valid, supported license version.

- Make all reasonable efforts to isolate the Cisco Extended Care solution problem prior to requesting support from Cisco.

- Use the keyword "Healthcare Cisco Extended Care" when opening a support case with Cisco.

- Acquire, install, configure, and provide technical support for:

  ◦ Third-party Products including upgrades required by Cisco or related Services.

  ◦ Network infrastructure, including, but not limited to, local and wide-area data Networks and equipment required by Cisco for operation of Cisco Extended Care solution.

- Ensure that the Cisco Extended Care server is not changed in any way, as this can impact the performance of the solution or cause it to deviate from its intended use. No software packages may be added and existing software packages must not be modified (either by configuration changes or service-level changes, except for required service upgrades to Windows and anti-virus software).

- Purchase and maintain Smart Net Total Care Service, Cisco Custom Application Support (CAS), and Third Party service contracts required to deliver Cisco Extended Care solution. Such services shall be agreed upon under a separate agreement.

- Designate a single point of contact to act as the primary technical interface to the designated Cisco engineer.

- Ensure key personnel are available to participate during the course of the Service delivery to provide information and evaluate issues, as needed.

- Unless otherwise agreed to by the parties, Customer shall respond within two (2) Business Days of Cisco's request for any other documentation or information needed to provide the Service.

- Provide documented information on Customer's existing network infrastructure design including features and services, route plans, addressing schema, call/data flow, dial plans, security policies, network management, and operational processes.

Cisco Extended Care Custom Application Support (CAS) Escalation Guideline

The Cisco Severity and Escalation Guidelines document contains the definitions for Severity Levels and Elapsed Times. Refer to Table 1 below for Cisco Extended Case CAS Escalation and response timelines for issues reported during business hours.

Table 1 Cisco Extended Care CAS Escalation Guidelines

Elapsed Time	Severity 1	Severity 2	Severity 3	Severity 4
1 hr	Solution Engineering Manager			
4 hrs	Technical Support Director	Solution Engineering Manager		
24 hrs	VP Cisco Services	Technical Support Director		
48 hrs	SVP Cisco Services President (CEO)	VP Cisco Services		
72 hrs			Solution Engineering Manager	
96 hrs		SVP Cisco Services President (CEO)	Technical Support Director	Solution Engineering Manager

Services Not Covered Under Cisco Extended Care Custom Application Support (CAS)

In addition to those Services Not Covered posted at www.cisco.com/go/servicedescriptions, the following are not supported under Cisco Extended Care Custom Application Support:

- Any usage, configuration, hardware or software, or any other such modification of the Cisco Extended Care Software outside of the intended use as defined in the Instructions for use.
- Any support for Extended Care Software design, implementation and upgrades not covered above, including solution redesign, solution expansion, onsite implementation/upgrade assistance etc.
- Custom Extended Care code enhancements not developed and implemented by Cisco Services.
- Custom Extended Care code enhancements post acceptance, unless purchased separately as part of the Custom Application Support.