



Service Description

Cisco Base Level Service

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

This document describes Cisco's Base Level Service Device Level support:

- TAC.
- RMA (including parts and onsite options where available).
- Software download (including Data Collection Tools and Smart Applications where available).
- Cisco.com (including Smart Enabled Portal where available).

Please note that this support is applicable to certain Cisco Collaboration products.

2. Cisco Responsibilities

Cisco will provide the various Service described below as selected and detailed on the PO for which Cisco has been paid the appropriate fee.

2.1 Technical Support

Cisco will provide access to TAC twenty-four (24) hours per day, seven (7) days per week.

- Response times for Severity Levels 1 and 2 calls are within one (1) hour.
- Response times for Severity Levels 3 and 4 calls:
 - During Business Hours - within one (1) hour.
 - Outside of Business Hours - within the Next Business Day during Business Hours.

2.2 Online Access

- Access to Cisco.com, which provides You with helpful technical and general information on Cisco Products as well as access to Cisco's on-line Software Central library. Please note that access restrictions identified by Cisco may apply.
 - Cisco Support Communities including access to Smart Net Total Care Support Community and Smart Portal (where available). This is a web-based user interface to access Smart Net Total Care various reports, compiled through use of smart capabilities.
 - Self-service access to the Smart Portal, Smart Applications (to manage service entitlement and other features), and Collector Software (to collect information relating to installed Cisco Product configuration and inventory).

2.3 Software Download

- Operating system updates, work-around solutions, or patches to reported Software problems using reasonable commercial efforts. Cisco will either make a Software patch available from the Cisco Software Central (www.cisco.com/go/software) or provide a Maintenance Release to You for the Product experiencing the problem.
- Updates where available and where You request these for supported Software.
- Software releases and any supporting Documentation will be made available from the Cisco Software Central

2.4 Returns Material Authorization (RMA)

- Advanced hardware parts replacement, with onsite services as additional options availability varies by location, subject to geographic and weight restrictions depending upon Your location. If You have not purchased an RMA Service Level, then no hardware replacement services will be provided.
- You may check availability by accessing Cisco's Service Availability Matrix at: <http://tools.cisco.com/apidc/sam/search.do>
- Heavy Weighted & Over Sized Parts: https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/service-availability-heavyweight-oversized-product.pdf
- Please note that destination country importation, compliance with US export controls and customs processes may condition actual delivery times. Advance Replacement to and from the European Union will be shipped Delivered Duty Paid (DDP) (Incoterms 2010). All other Advance Replacement will be shipped Delivered At Place (DAP) (Incoterms 2010), exclusive of any import duties, taxes and fees, where applicable. All Advance Replacement will be shipped using Cisco's preferred carrier, freight prepaid by Cisco. Requests for alternate carriers will be at Your expense. Chassis and line card Advance Replacement Service must be at the same level of coverage. Cisco will provide You with Advance Replacement(s) that are either new or equivalent to new.
- Cisco will use commercially reasonable efforts to provide You with Hardware replacement services where available.

Table 1. [RMA Service Levels](#)

RMA Service Level	Description
10 Day Replacement	Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of the RMA request. Actual delivery times may vary depending on Customer's location. Country of manufacture of replacement part(s) is at the discretion of Cisco.

3. Customer Responsibilities

- Provide thirty (30) days' notice of: (1) requested additions to Your equipment list and (2) Products that have been moved to a new location. Services will be provided to You beginning thirty (30) days of receipt of such notification.
- Defective parts must be returned in accordance with the [Cisco RMA Policy for Warranty and Hardware Support Contract Returns](#).
- You are responsible for proper packaging of the returned parts and must include a description of the failure and the written specifications of any changes or alterations made. It is important to return only the components for which replacements have been provided. Accessories and other modular

components should be transferred to the replacement device and not included with the return item. Cisco is not responsible for excess items returned in error.

- Packages for replacement in accordance with this subsection will be shipped by customer Delivered at Place (DAP) (Incoterms 2010), including any applicable import duties, taxes and fees. Customers under a current service maintenance contract for the replacement hardware or participating in Cisco's trade in program may be able to schedule a pickup of authorized returns at no additional charge using Cisco's Product Online Web Returns (POWR) tool located at www.cisco.com.
- You are responsible for providing any hardware or software necessary to support the Data Collection Tools and the collection process.
- You will permit the Data Collection Tools to access all Your network devices managed by the inventory collection process. If You elect to disable collection features or uninstall the Data Collection Tools, You acknowledge that Cisco will be unable to provide certain elements of the Service.
- You should review receipt notification to confirm the failed Hardware and quantity of product received by Cisco.
- You agree to assist Cisco in troubleshooting failed Hardware down to the FRU level prior to initiating the RMA procedure.