



## Service Description

# Cisco Software Support Services for Service Providers

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. Service Summary

Software Support Service covers its associated Software sold as any of the following:

- On-premises perpetual Software license.
- On-premises Software subscription license.

Note:

- Software excludes non Cisco branded software or Customer provided software, such as "Software for Open Networking in the Cloud" ("SONiC"). Cisco has no responsibility for providing any technical support, including any maintenance, fixes, updates, upgrades, or support for any Customer provided software or non-Cisco branded software.
- Software subscription may be a hybrid which is a Software application that resides in both the Cisco cloud and on-premises or may offer the right to use the application in either a Cloud or on-premises Environment.

For each Software Product, the following Software Support Service options may be available for purchase:

- Basic
- Basic Without Upgrades

## 2. Cisco Responsibilities

Cisco will provide the Software Support according to the option selected on the Purchase Order of the Software Support for perpetual Software, subscription Software, or Software as a subscription for which Cisco has been paid the appropriate fee. You are entitled to the purchased Software Support only during the term of the Software subscription or before the end of support of perpetual licenses.

### 2.1 Basic



- Cisco TAC access 24 hours per day, 7 days per week to assist by telephone, web case submission, or online tools with Software use and troubleshooting issues. Refer to Table 1 (Software Support Response Time) below for details.
- Manage problems according to the Cisco Software Support for Service Providers Severity Guidelines.
- Access to Cisco.com. This system 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 Cisco may identify access restrictions.
- Access to the following Software releases:
- Work-around solutions or patches to reported Software problems using reasonable commercial efforts for Software. For a Software patch, a Maintenance Release for the Software experiencing the problem can be downloaded from Cisco.com.
- Major, Minor, and Maintenance Releases. For Software that runs on Your premises or in a Customer controlled environment, the Software releases and supporting Documentation are available on the Cisco.com Software Center (<http://www.cisco.com/go/software>), through the Cisco Product Upgrade Tool (PUT) ([www.cisco.com/upgrade](http://www.cisco.com/upgrade)). Applicable supporting Documentation, if available, is on Cisco.com and is limited to one copy per release. Additional copies may be purchased.

## 2.2 Basic Without Upgrades

Cisco will provide:

- Access to Cisco TAC 24 hours per day, 7 days per week to assist by telephone or online tools/web cases with software use and troubleshooting issues. Refer to Table 1 (Software Support Response Time) below for details.
- Management of problems according to the Cisco Software Support for Service Providers Severity Guidelines.
- Access to Cisco.com. This system provides You with helpful technical and general information on Cisco Products as well as access to Cisco's online Software Central library. Please note that Cisco may identify access restrictions.
- Access to Maintenance Releases:
- Work-around solutions or patches to reported Software problems using reasonable commercial efforts for Software. For a Software patch, a Maintenance Release for the Software experiencing the problem can be downloaded from Cisco.com.
- Maintenance Releases. For Software that runs on Customer's premises or in a Customer controlled environment, the Software releases and supporting Documentation are available on the Cisco.com Software Center (<http://www.cisco.com/go/software>), through the Cisco Product Upgrade Tool (PUT) ([www.cisco.com/upgrade](http://www.cisco.com/upgrade)). Applicable supporting Documentation, if available, is on Cisco.com and is limited to one copy per release. Additional copies may be purchased.
- Please note that new Major Releases and new Minor Releases of Cisco IOS XR Software are identified by a .1 in the hundredths place of the release name (i.e., x.x.1) and that such x.x.1 releases are not provided as part of Maintenance Releases.



### 3. Customer Responsibilities

The provision of the Services by Cisco assumes that the Customer will facilitate Software Support Services for Service Providers as follows:

- Provide, at Your expense, reasonable access to the premise where the Software is hosted through the Internet to establish a data communication link between Your environment and the Cisco TAC engineer and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.
- Provide a thirty (30) day notice to Cisco of any requested addition(s) to the Equipment List.
- Provide valid and applicable license, authentication, or other information to identify the purchase for all Products that problems and issues are reported to Cisco or where you are seeking information from Cisco in connection with Product use. Cisco may require You to provide additional information in the form of location of the Product and city location/zip code details.
- When requested, provide Cisco with a list of all personnel that You have authorized to contact Cisco, access Cisco.com for Services, and download Software from Cisco.com or Cisco's PUT. Review the list on an annual basis and adding or removing personnel as necessary.
- Update to the latest Software release and latest third-party Software release, if required by Cisco, to correct a reported Software problem.
- Pay all engineering time, travel, and out-of-pocket expenses, if You request performance of onsite Services outside the scope of Service options described in this document. Update their support contract information to reflect the latest Major and Minor release deployed on their premise.
- Acquire, install, configure, and provide technical support for Third-Party Products, including upgrades required by Cisco or related Services; and for network infrastructure, including, but not limited to, local and wide-area data Networks and equipment required by Cisco for operation of Software.
- Maintain Your entire Software implementation for configurable Software currently in use under the same Service option for Cisco to provide Services for any portion of Your Software implementation.

### 4. Software Support for Service Providers Response Time Objectives

Response time is defined as the time from when a case has been submitted in the case management system by Customer) to the time when a support engineer has made contact regarding the issue reported in the case. The following table outlines the objectives that Cisco strives to achieve to respond to submitted cases based on their case Severity Level.



Table 1. Software Support Response Time

Software Support Service	Technical Support Coverage	Response Time Objective for Case Severity 1 or 2	Response Time Objective for Case Severity 3 or 4
Basic	24X7 via Phone & Email/Web	Response within 1 hour	Response within the Next Business Day
Basic Without Upgrades	24X7 via Phone & Email/Web	Response within 1 hour	Response within the Next Business Day