Service Description

Cisco Solution Support 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. Summary

Cisco Solution Support for Service Providers applies to specific Cisco defined solutions ("Solution") that have been implemented following the guidance set out in the applicable Cisco Service Provider Solution offer in all material respects.

Solution Support may cover Hardware or Software or both depending on the Service level purchased.

Cisco Solution Support for Service Providers covers the Service Provider Solution(s) sold as any of the following:

- On Premises Software perpetual and subscription licenses
- Software as a Service (SaaS) subscription for Software residing in the Cisco cloud
- Hardware

For an On Premises Software subscription license, You may purchase any available additional Solution Support Service tier to complement the embedded Support Service tier in that subscription.

For Hardware support, You may purchase any of the hardware support service levels defined within the Hardware section of this document and will be entitled to receive the applicable Cisco support as governed by the chosen service.

Cisco Solution Support for Service Providers as described in this document is intended to supplement product-level maintenance and support agreements from Cisco and third party vendor(s) ("Solution Technology Partner") where all software, hardware, and Solution Technology Partner products are supported through product support services. The ability of Cisco to interact with Solution Technology Partner products will depend on Your entitlement to support from the Solution Technology Partner.

2. Cisco Responsibilities

Cisco Solution Support for Service Providers provides access to a team of Solution experts, a primary point of contact for issues found within the Solution, a range of technical resources for the supported Solution and by combining these Cisco resources, with Your entitlements to technical support on all and Solution Technology Partner products that comprise the Service Provider Solution, Cisco delivers support for the Solution, and co-ordinates maintenance and support activities needed to troubleshoot and address issues across the Solution.

Cisco will provide the following support as described further in this document:

Hardware	Technical Assistance Center (TAC)
	Returns Material Authorization (RMA)
	Cisco.com
	For each Service Provider Solution, any subset of the Hardware / RMA Support Service tiers described in the Hardware section of this document may be available for purchase.
Software	TAC
	Software Download (Major, Minor, and Maintenance Software Release Updates) on premises Software perpetual and subscription licenses
	Cisco.com (Including Software Download Center and Product Upgrade Tool (PUT))
	For each Service Provider Solution, the following Software Support Service tiers may be available for purchase which are also further described in the Software section of this document: • Software support with upgrades • Software support without upgrades

2.1 Hardware

For Hardware, the services will be provided as described below.

(A) Technical Support

(1) Cisco TAC access.

(2) 24 hours per day and 7 days per week.

(3) Assist with Product use, configuration, and troubleshooting issues.

(4) Cisco will respond within thirty (30) minutes for all calls received during Business Hours and for Severity 1 and 2 calls received outside Business Hours. For Severity 3 and 4 calls received outside Business Hours, Cisco will respond within the Next Business Day.

(B) Online Access to Cisco.com

(1) This provides You with helpful technical and general information on Cisco Products. Please note that access restrictions identified by Cisco may apply.

(C) Returns Material Authorization (RMA)

(1) 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.

(2) You may check availability by accessing Cisco's Service Availability Matrix at: http://tools.cisco.com/apidc/sam/search.do.

(3) Heavy Weighted & Over Size Parts: https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/service-availability-heavyweight-oversized-product.pdf

(4) 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.

(5) Cisco will use commercially reasonable efforts to provide You with Hardware replacement services where available.

Table 1. RMA Service Levels:

Hardware Service Options	24x7x2		24x7x4		8x5x4[1]		8x7xNext Calendar Day[2]		8x5xNext Business Day[2]		Return To Factory
	HW Only	Onsite	HW Only	Onsite	HW Only	Onsite	HW Only	Onsite	HW Only	Onsite	HW Only
Advance Replacement of HW	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	No
RMA Service Level	2HR	2HR	4HR	4HR	4HR	4Hr	NCD	NCD	NBD	NBD	RTF

RMA Installation	Self	Cisco Tech	Self	Cisco Tech	Self	Cisco Tech	Self	Cisco Tech	Self	Cisco Tech	Self
Services Availability	7 days a week 24 hours per day				Business Days Business Hours		7 days a week Business Hours		Business Days Business Hours		10 Business Days
Includes Local Observed Holidays	Yes				No		Yes		No		No

Onsite Support Option: You can also opt to schedule the Field Engineer arrival. Please consult the [Onsite Field Engineer Duties](#) for further details.

- With 2hr and 4hr service levels; You can schedule FE arrivals any hour of the day/week.
- With NCD and NBD service levels; FE arrival times are limited from 9:00 AM (earliest arrival time) to 5:00 PM (latest arrival time) and scheduling is only available the day(s) after the part arrival.

[1]For 8x5x4 deliveries the RMA request must be created by 1:00 PM Local Depot Time. For RMA requests after 1:00 PM Local Depot Time, delivery will be the Next Business Day.

[2]For Next Calendar Day and Next Business Day delivery, the RMA request must be created by 3:00 PM Local Depot Time for delivery on the Next Calendar Day or Business Day. Exception: For the United States and Canada, the RMA request must be created by 6:00 PM Eastern Standard Time. In countries where Next Calendar Day and Next Business Day services are not available, Cisco will ship the RMA as a Same Day Shipment.

2.2 Software

The following is a description of the available Software Support options via Solution Support for Service Providers:

(A) Software Support with Upgrades

The Software Support with Upgrades tier includes all of the following deliverables:

1. Software (SW) Solution TAC access 24 hours per day, 7 days per week to assist online or by telephone with Solution and/or Application Software use, configuration and troubleshooting issues. Cisco will respond within thirty (30) minutes for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond within one (1) hour for all calls received during Business Hours and for calls received outside Business Hours, Cisco will respond no later than the Next Business Day.

2. Access to Cisco.com for information on the Solution or the Application Software being supported. This system provides You with helpful technical and general information on Cisco Products and solutions as well as access to Cisco's on-line Software Central library. Please note that access restrictions identified by Cisco may apply.

3. Major, Minor, and Maintenance Software Releases. The Application Software releases and supporting Documentation are available on the Cisco.com Software Central (www.cisco.com/go/software).

4. For SaaS: Any patches, Maintenance Release, Minor Release, and Major Release of the Application Software will be incorporated into the SaaS and Cisco will not provide as downloads to Customer.

5. Technical issue management for issues encountered within the Solution.

6. Provide a primary point of contact to manage end-to-end case management for all service requests initiated with Cisco related to the Solution.

7. In the event Cisco determines involvement of a Solution Technology Partner for Third Party Product support is necessary, Cisco will work with You to open a case with the applicable Solution Technology Partner in the Solution Technology Partner's case management system.

8. As part of the Services, it may be necessary for Cisco to disclose Your information to the applicable Solution Technology Partner. Such information may include logs and contact information.

9. Cisco and You will provide information, to the extent available, to Solution Technology Partner in support of Solution Technology Partner conducting troubleshooting of Your issue.

10. Cisco, as a primary point of contact, will provide updates on actions taken regarding Your issue.

11. For some situations, Cisco may offer to open cases on Your behalf of with Solution Technology Partner, provided You and Solution Technology Partner have agreed to allow Cisco to act for Your benefit in this limited capacity.

(B) Software Support without Upgrades

The Software Support without Upgrades tier differs from the Software Support with Upgrades in terms of software release updates as follows:

1. Maintenance Releases only: The Application Software releases and supporting Documentation are available on the Cisco.com Software Central (www.cisco.com/go/software).

2. For SaaS: Any patches, Maintenance Release, Minor Release, and Major Release of the Application Software will be incorporated into the SaaS and Cisco will not provide as downloads to Customer.

3. Feature Set Upgrades that were available during the service contract term but not purchased during this service contract term will not be made available nor will You have any rights to these Feature Set Upgrades outside the term of this service contract.

3. Customer Responsibilities

The provision of the Service options assumes that You will:

- Open a case with Cisco for the initial service investigation unless otherwise instructed by Cisco.

- You acknowledge that it will be necessary for Cisco to disclose You information to Solution Technology Partners for the purposes of case response, product specific support, advance troubleshooting and product issue analysis and that You authorize such disclosure.

- You are required, at Your expense, for the duration of the term of the Services, to procure and sustain a level of technical maintenance and support on all hardware and software elements of the Solution, at no less than a reasonable level for elements operating in a production environment.

- Provide, at Your expense, reasonable access to the Solution elements through the Internet to establish a data communication link between You and the Cisco TAC engineer and/or Third Party software vendor support personnel as applicable and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.

- You will be required to have and maintain permissions to access Solution Technology Partner websites for Third Party software releases, (i.e., patches, updates, and upgrades) as well as for specific information, documentation and knowledge base related to other Solution Technology Partner products that may interact with the Solution.

- You 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 Solution in all material respects.

- Provide valid and applicable contract numbers, component level serial numbers or other applicable entitlement information as requested by Cisco or the applicable Solution Technology Partner for problems and issues reported to Cisco or where You are seeking information from Cisco in connection with use of Product within its Solution. Cisco may also require You to provide additional information in the form of location of the Solution components, city location details and zip code information.

- Update to the latest Cisco, and/or latest Third Party software vendor software release, if advised by Cisco, Solution Technology Partner or Third Party software vendor, as applicable to correct a reported problem.

- Acquire, install, configure and provide technical support for all Solution Technology 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.

- Provide thirty (30) days' notice of: (1) material increase in scale of the Solution; (2) requested additions to Yourequipment list; and, (3) 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 You Delivered at Place (DAP) (Incoterms 2010), including any applicable import duties, taxes and fees; however, 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 need to provide Cisco access to all the monitoring alerts from assurance platform sold with the Service Provider Solution.

- Provide continuous remote network access to the Service Provider Solution and ensure that the proper access is available to Cisco to provide visibility to solution components.

- Defective parts that cannot be returned due to data security may be eligible for destruction. You must receive prior written approval from Cisco using the authorized Asset Destruction Approval request form and agree to financial implications of destruction in accordance with Cisco's Statement of Policy Regarding the Removal of Data on Cisco Equipment located at:

  http://www.cisco.com/en/US/prod/policy_regarding_the_removal_of_data_on_cisco_equipment.pdf.