



Service Description

Cisco Solution Support

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 is a Technical Support Service offer that applies to Cisco solutions that include both Hardware and Software from Cisco only or from Cisco and Solution Support Alliance Partners and are comprised of solely Cisco Products” and products provided by third party vendors (“Solution Support Alliance Partner(s)”). For Hardware and Software in a solution, the Cisco Solution Support Services as described in this document are defined in the relevant Service Description associated with such Product.

Cisco Solution Support entitles customer access to a team of TAC engineers, who provide a primary point of contact for issues found within the solution, as well as Product support for the Hardware and Software that comprise the solution. When combined with product support purchased from Solution Support Alliance Partners by the customer, Cisco delivers support for Cisco Products in the solution and provides coordination with the Solution Support Alliance Partners for maintenance and support activities needed to troubleshoot and address issues across the solution.

2. Cisco Responsibilities

2.1 Cisco will provide access to TAC twenty-four (24) hours per day, seven (7) days per week to assist online or by telephone with solution use, configuration, and troubleshooting issues.

(A) Response times for Severity Levels 1 and 2 calls are within thirty (30) minutes.

(B) Response times for Severity Levels 3 and 4 calls:

(1) During Business Hours - within one (1) hour;

(2) Outside of Business Hours - within the Next Business Day during Business Hours.

2.2 Access to Cisco.com for information on the solution and Products being supported. Please note that access restrictions identified by Cisco may apply.

2.3 To the extent allowed by our Solution Support Alliance Partners, Cisco will provide technical issue management for issues encountered with the solution.

2.4 In the event Cisco determines escalation to a Solution Support Alliance Partner for Third Party Product support is necessary, Cisco will work with You and the applicable Solution Support Alliance Partner to open a case in the Solution Support Alliance Partner’s case management system using Your entitlement to support with the Solution Support Alliance Partner.

2.5 As part of the Service, it may be necessary for Cisco to disclose Your information to the applicable solution Support Alliance Partner. Such information may include logs and contact information.

2.6 Your Cisco primary point of contact will provide updates on actions taken to resolve Your issue.

2.7 Product Support. As part of the Service, Cisco will provide the Services described in the Cisco Responsibilities of the relevant technical support Services service descriptions for the Cisco Products that comprise the Solution.

3. Customer Responsibilities

- 3.1 Ensure that Cisco Solution Support is purchased with all applicable Products and areas of coverage that are a part of the covered solution. Only products covered under Solution Support will receive solution level support. If Solution Support is not purchased for all elements in the solution, support coverage may be delivered at a reduced service level applicable to Product level support.
- 3.2 You are required, at Your expense, during the term of the Services, to procure and sustain a level of technical maintenance and support for all elements of the solution including products purchased from Solution Support Alliance Partners. You must purchase support for Solution Support Alliance Partner products from the Solution Support Alliance Partner for all their products used in the solution. Cisco's ability to interact with the Solution Support Alliance Partner support team is dependent on the service level purchased from the Solution Support Alliance Partner, which should be at no less than a reasonable level for elements operating in a production environment.
- 3.3 Unless otherwise instructed by Cisco, You will open all cases, using the Service contract number.
- 3.4 You acknowledge that it is necessary for Cisco to disclose Your information to Solution Support Alliance Partners for the purposes of case response, product specific support, advance troubleshooting and product issue resolution and You authorize such disclosure.
- 3.5 Provide, at Your expense, reasonable access to Your solution Products through the Internet to establish a data communication link between You and the Cisco engineer and/or Solution Support Alliance Partner support personnel as applicable and systems passwords so that problems may be diagnosed.
- 3.6 You will be required to have and maintain permissions to access Solution Support Alliance Partner websites for Solution Support Alliance Partner software releases (i.e., patches, updates, and upgrades) as well as for specific information, documentation and knowledge base related to Solution Support Alliance Partner Software that is deployed in the solution.
- 3.7 For Solution Support Services that require following a Cisco design, You will be required to implement and maintain the solution being covered following the guidance set out in the current version of such design in all material respects.
- 3.8 Update to the latest Cisco, and/or latest Solution Support Alliance Partner software release, if advised by Cisco or Solution Support Alliance Partner, as applicable, to correct a reported problem.
- 3.9 Provide any hardware and/or software required to perform fault isolation.
- 3.10 Product Support. When You purchase Solution Support Service for the Product, You will comply with the Customer Responsibilities described in the applicable technical support Services Service Description for the Cisco Products that comprise the solution.