



# Cisco Services Q&A for BroadHop Customers

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## Introduction

This document provides answers to some of the most common questions regarding service offer integration, support and delivery, and service agreement migration for legacy BroadHop products and services.

## Service Offer Integration

- Q.** What is orderability?
- A.** Orderability is the date when service product IDs, also known as SKUs, can be quoted, ordered, and invoiced using Cisco® processes and tools, along with hardware and software products. Orderability for Cisco Quantum Policy Suite products and services is scheduled for August 30, 2013.
- Q.** What are the former BroadHop services being mapped to within Cisco?
- A.** Tables 1, 2, and 3 show the mapping for technical services, advanced services, and training.

**Table 1.** Technical Services

BroadHop Services Name	Cisco Services Name
BroadHop Basic Support	Cisco Software Application Support plus Upgrades (SASU)
BroadHop Premium Support	

**Table 2.** Advanced Services

BroadHop Services Name	Cisco Services Name
BroadHop Professional Services – Policy Offer	Cisco Mobility Plan and Build Service for Quantum Policy Suite

**Table 3.** Training

BroadHop Training Name	Cisco Services Name
BroadHop Training	Cisco Quantum Policy Suite Core Technologies

## Cisco Software Application Support Plus Upgrades Service

- Q.** What is Cisco Software Application Support Plus Upgrades (SASU)?
- A.** As part of the Cisco Technical Support Services portfolio, the Cisco SASU program provides all of the same features as Software Application Support (SAS), which provides maintenance and minor updates, access to online resources and Cisco Technical Assistance Center (TAC) support services, plus SASU provides major software application upgrades. Upgrades provide a richer feature set and improved performance and efficiency.
- Q.** Why does the purchase of Cisco Quantum Policy Suite (formerly BroadHop) have a mandatory attach of Cisco SASU?
- A.** In order to make sure that our customers get the necessary support and entitlement, there is a mandatory attach of Cisco SASU to the purchase of the product for the first year.

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**Q.** How do the Basic and Premium levels of support previously available from BroadHop map to Cisco SASU?

**A.** Customers will enjoy that same standard level of support that they previously received from BroadHop, with increased service response levels as dictated by Cisco's award-winning technical support programs and teams. With a Cisco SASU contract, a customer can:

- Boost the availability and performance of core applications
- Improve their competitive advantage by implementing new applications and major software application upgrades
- Maintain the performance and efficient operation of critical business applications
- Lower total cost of ownership through instant access to new software application updates and upgrades
- Provide support to their staff with Cisco expertise and the automated troubleshooting tool

**Q.** What is included with Software Application Support Plus Upgrades?

**A.** Software Application Support Plus Upgrades include:

- Software updates, including maintenance, and minor and major releases (not including feature upgrades)
- Access to the Cisco TAC 24 hours a day, 7 days a week
- Online repository of application software updates and technical documents
- Collaborative learning through several online activities and collaborative environments
- Registered access to Cisco.com, for easy access to online technical information and service request management

For more information about SASU, download the [datasheet](#) and [service description](#).

**Q.** How are users notified of new software releases under the SASU contract?

**A.** New releases are announced in product bulletins that are available via the [Cisco Notification Service](#). This service allows you to create customized, flexible notification alerts, which can be sent to you by email or RSS feed, on critical product support subjects: Security Advisories, Field Notices, End of Sale/Support statements, Software Updates, and Known Bugs.

**Q.** How does a customer obtain software updates using SASU support?

**A.** Cisco software updates are available for download from the Cisco.com [Software Center](#) for registered customers linked to a SASU contract.

**Q.** How can I purchase and renew SASU service?

**A.** You can purchase or renew your SASU services directly from Cisco through your Cisco account representative, or through our global network of highly qualified Cisco partners. You can find a partner near you through the [Cisco Partner Locator](#).

**Q.** Has previously purchased BroadHop support been transitioned to Cisco, and how should my BroadHop customers access support?

**A.** This support coverage will be migrated to Cisco SASU service agreements at the end of August 2013. At that time, new service agreements will be created and welcome letters will be sent to support contacts at your organization. This information will include the new service agreement number, the product set that has been migrated to Cisco, and information on how to access support and process renewals going forward. You may also find additional information on the [Service and Support for BroadHop acquisition](#) website.

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## Cisco Mobility Plan and Build Service for Quantum Policy Suite

- Q.** What is Cisco Mobility Plan and Build Service for Quantum Policy Suite?
- A.** Cisco Mobility Plan and Build Service for Quantum Policy Suite will help you successfully plan and build a fully integrated and tested policy solution into your network.
  
- Q.** What legacy BroadHop service is this service replacing?
- A.** The Cisco Mobility Plan and Build Service for Quantum Policy Suite is replacing the BroadHop Professional Services – Policy offering.
  
- Q.** How is the service delivered?
- A.** The Cisco Advanced Services practice will manage and deliver these services remotely.
  
- Q.** How can I purchase Cisco Mobility Plan and Build Service for Quantum Policy Suite?
- A.** 1-Tier partners and direct Cisco customers can purchase Cisco Mobility Plan and Build Service for Quantum Policy Suite directly from Cisco. This is a statement of work (SoW)-based service, so consult your Cisco channel services account manager.

## Cisco Quantum Policy Suite Core Technologies Training

- Q.** What is the Cisco Quantum Policy Suite Core Technologies training?
- A.** The Cisco Quantum Policy Suite Core Technologies training provides attendees with a functional understanding of the Cisco Quantum Policy Suite (QPS) components and technologies. Attendees will learn how to configure, deploy, and test the network.
  
- Q.** What legacy BroadHop training is this course replacing?
- A.** The Cisco Quantum Policy Suite Core Technologies training course is replacing the BroadHop Training.
  
- Q.** How is the training delivered?
- A.** The Cisco Quantum Policy Suite Core Technologies training is a 5-day course delivered onsite for up to 12 students.
  
- Q.** Who is the target audience for the Cisco Quantum Policy Suite Core Technologies training?
- A.** This training is targeted at deployment/implementation engineers, system administrators/engineers, network administrators/engineers, and technical support personnel.
  
- Q.** When will the Cisco Quantum Policy Suite Core Technologies training be available to purchase from Cisco?
- A.** The target release date for this course is December 30, 2013.
  
- Q.** How can I purchase Cisco Quantum Policy Suite Core Technologies?
- A.** Contact Learning Services for presales support at [learningservicespresales@cisco.com](mailto:learningservicespresales@cisco.com).

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## Cisco Technical Assistance Center Support

**Q.** What is the Cisco Technical Assistance Center?

**A.** The Cisco Technical Assistance Center (TAC) provides technical support for all Cisco products, including Cisco Quantum Policy Suite products.

**Q.** What service does the Cisco TAC offer?

**A.** The Cisco TAC provides service contract holders with:

- **Expert assistance:** To complement your in-house resources, the Cisco TAC employs a highly skilled staff who offer you years of networking experience, including many customer support engineers with networking and Cisco CCIE® certifications, as well as research and development engineers. Cisco engineers hold more than 800 U.S.-issued patents, are often asked to speak at technical conferences, and have authored numerous industry white papers and books.
- **Fast problem resolution:** The Cisco TAC provides a constant measurement of customer satisfaction and time-to-resolution tracking.
- **High level of knowledge:** The Cisco TAC offers depth and breadth of expertise with Cisco devices and operating system software, as well as a broad range of networking environments (such as voice, video, and data communications) and technologies (such as access dial, Cisco IP telephony, LAN switching, optical networking, security, content delivery networks [CDNs], storage area networks [SANs], IP routing, and wireless). Cisco TAC engineers have a minimum of five years of industry experience, and Cisco provides continuous training to help ensure that our technical staff stay current with the latest technologies.
- **Support 24 hours a day, 365 days a year in multiple languages:** By email or telephone, the Cisco TAC is there when you need it. In addition, to support the TAC, Cisco uses a powerful virtual lab, equipped with all Cisco devices and Cisco software versions, as an invaluable engineering resource and knowledge base for training, product information, and testing of network problems.

**Q.** How does a customer open a case with Cisco TAC?

**A.** Customers and partners with an active service contract can [open a case](#) through Cisco.com. Customers or partners must have their Cisco service contract number, a Cisco.com user ID, and software product family when opening a case using the web.

Customers with severity (priority) 1 or 2 cases must call the TAC at 800 553-2447 or 408 526-7209 in the United States. For more information on opening a technical support case, and for regional TAC telephone numbers, refer to [Cisco Worldwide Contacts](#).

Customers can also open technical support cases by sending an email to [tac@cisco.com](mailto:tac@cisco.com).

**Q.** What do customers and partners need to open a TAC request?

**A.** To open a TAC request, you must do the following:

- [Register for a Cisco.com user ID](#).
- Associate your contract number to your Cisco.com user ID

**Q.** How do I get a Cisco.com user ID?

**A.** [Register](#) for a Cisco.com user ID and create a Cisco.com profile. Your Cisco user ID will give you access to the tools that will help you view, renew, and manage contracts, and open a support case.

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- Q.** How do I associate my new Cisco Service Agreement Contract Number to my Cisco.com user ID?
- A.** BroadHop customers will need to add their Cisco Service Agreement Contract Number to their user ID in the [Cisco.com Profile Manager](#). From there, select the “Access Restricted Content” tab and enter your Service contract number(s) as provided in the Welcome to Cisco Services letter or contact your Cisco authorized partner for your contract number. If you have multiple service contract numbers, please separate them by commas.
- Q.** How does the Cisco TAC prioritize support service requests?
- A.** Cisco processes allow for customers to designate the severity of every service request reported. Priorities are based on the assigned severity levels.
- Q.** What support is provided through Cisco.com?
- A.** Cisco.com includes interactive consulting tools, a database, and knowledge transfer resources. It also includes product documentation.
- Online troubleshooting tools and support resources include:
- TAC Case Collection: Identifies and troubleshoots common problems
  - My Tech Support: Offers a personalized web page with customized links
  - Peer-to-peer online forums: Enable sharing with others in your industry
  - Technical Support Newsletter: Keeps you up to date and informed
- These and other help tools and resources are available on the Technical Support and Document website at [www.cisco.com/techsupport](http://www.cisco.com/techsupport).
- Q.** What are the problem severity levels and associated responses?
- A.** To help ensure that all service requests are reported in a standard format, Cisco has established the service request severity definitions indicated below. These severity levels might not be applicable across all market segments and technologies. Severity levels and escalation guidelines might also vary based on the existing applicable agreement.
- **Severity 1 (S1):** Network is “down,” or there is a critical impact to business operations. Customer and Cisco will commit all necessary resources around the clock to resolve the situation.
  - **Severity 2 (S2):** Operation of an existing network is severely degraded, or significant aspects of business operation are negatively affected by inadequate performance of Cisco products. Customer and Cisco will commit full-time resources during normal business hours to resolve the situation.
  - **Severity 3 (S3):** Operational performance of the network is impaired, although most business operations remain functional. Customer and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
  - **Severity 4 (S4):** Customer requires information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on business operations.
  - **For S1 or S2 service requests:** If the customer’s production network is down or severely degraded, the customer must contact the Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep the customer’s business operations running smoothly.

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**Q.** What is the escalation process?

**A.** If a customer does not feel that there is adequate forward progress or feels that the quality of Cisco service is not satisfactory, Cisco encourages the customer to escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC duty manager.

**Note:** Severity 1 and 2 escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Severity 3 and 4 escalation times correspond with standard business hours.

For more information, download the [Severity and Escalation Guide](#).

## Warranty

**Q.** What is the Cisco warranty?

**A.** Warranties are short-term commitments for Cisco to replace defects in Cisco products. They are limited in duration and the support they offer. Also, warranties do not include Cisco TAC support, software updates, or any of the additional benefits obtained under a support service contract. It is the responsibility of Cisco to replace the Cisco product during the warranty duration.

Elements covered under a Cisco warranty are:

- **Hardware:** This guarantees that the piece of hardware will be free of defects in material and workmanship under normal use, or it will be replaced by Cisco.
- **Software:** This guarantees that the physical media are free from defects, or they will be replaced by Cisco. Also, the warranty guarantees that the software generally conforms to the published specifications for the product. The warranty is explicitly “as is,” and no new releases are included.

To find the warranty information that applies to a specific product or product family, visit the Cisco Warranty Finder at [www.cisco-servicefinder.com/WarrantyFinder.aspx](http://www.cisco-servicefinder.com/WarrantyFinder.aspx).

**Q.** What are the warranty terms for Cisco Quantum Policy Suite (formerly BroadHop) products?

**A.** BroadHop products assumed the Cisco 90-day limited hardware and software warranty. Effective August 30, 2013, the BroadHop warranty will be replaced with the standard Cisco 90-day warranty (with an additional 90-day grace period).

**Q.** How will warranty end dates be calculated for migrated records?

**A.** Original BroadHop warranty end dates will be migrated from BroadHop and will be honored at Cisco..

## End of Life

**Q.** How is product “end of life” handled?

**A.** As a general rule, Cisco will provide six months’ notice of the affected product’s end-of-sale date and/or the last day on which the affected product can be ordered. This notice will appear on the Cisco.com site at [www.cisco.com/en/US/products/prod\\_end\\_of\\_life.html](http://www.cisco.com/en/US/products/prod_end_of_life.html). Customers are encouraged to visit this site regularly because it contains useful information regarding Cisco’s end-of-life program. Sign up to receive notifications here: [www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice](http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice).

For an end of product life cycle overview and policy on product discontinuance, refer to [www.cisco.com/en/US/products/products\\_end-of-life\\_policy.html](http://www.cisco.com/en/US/products/products_end-of-life_policy.html).

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## Licensing

- Q.** How will I get assistance with software licensing issues for Cisco Quantum Policy Suite products?
- A.** The Cisco Global Licensing Operations (GLO) team provides support for Quantum Policy Suite software licensing issues. Support cases can be opened [online](#). Once in Support Case Manager, in the Describe Problem category, choose “Mobile Wireless (2G/3G/4G) and Wimax → PCRF (Broadhop, Quantum, QPS, QNS, SME) as the product.” Then choose “Licensing” for the problem area.
- Q.** What if customers want to upgrade the software on an installed Quantum Policy Suite product?
- A.** Full-version software upgrades require an active service contract and a new software key. If the installed product is covered by an active service contract, that product is entitled to all available software versions for that product. New software keys and updated software versions will be available in the online Software Center at [www.cisco.com/cisco/software/navigator.html](http://www.cisco.com/cisco/software/navigator.html). Minor version updates do not require a new software key and can be downloaded at Cisco.com.

## Additional Information

- Q.** Describe the available user manuals and product documentation.
- A.** User manuals and other product documentation are available on Cisco.com at [www.cisco.com/public/support/tac/documentation.html](http://www.cisco.com/public/support/tac/documentation.html).

- Q.** Where can I go for more information?

- A.** For more information visit the following webpages:

Service and Support for BroadHop Acquisition website:

[www.cisco.com/en/US/products/ps12962/serv\\_group\\_home.html](http://www.cisco.com/en/US/products/ps12962/serv_group_home.html)

Cisco BroadHop Acquisition website:

[www.cisco.com/web/about/ac49/ac0/ac1/ac259/broadhop.html#~overview](http://www.cisco.com/web/about/ac49/ac0/ac1/ac259/broadhop.html#~overview)

Cisco Service Provider Services: [www.cisco.com/web/services/service-provider-it-services/index.html](http://www.cisco.com/web/services/service-provider-it-services/index.html)

TAC Support Case Manager: [tools.cisco.com/ServiceRequestTool/scm/mgmt/case](http://tools.cisco.com/ServiceRequestTool/scm/mgmt/case)

Licensing requests: [www.cisco.com/go/license](http://www.cisco.com/go/license)



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