



Cisco Integrated Customer Experience

Cisco Services Q&A for Cisco Inlet Technologies Customers

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Introduction

This document provides answers to some of the most common questions regarding technical support from Cisco now that Inlet Technologies is a part of Cisco.

Cisco Technical Assistance Center Support

- Q.** What is the Cisco® Technical Assistance Center?
- A.** The Cisco Technical Assistance Center (TAC) provides technical support for Cisco video and content delivery 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 offers you years of video and networking experience, including many customer support engineers with networking and 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 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 try to help ensure our technical staff stays 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 or partner open a case with Cisco TAC?
- A.** Customers with a Cisco SMARTnet® or Software Application Support (SAS) service contract can open a case through Cisco.com at www.cisco.com/en/US/support/index.html. Customers or partners must have their Cisco service contract number and a Cisco.com user ID when opening a case using the web.
- SMARTnet or SAS customers with severity (priority) 1 or 2 cases, or customers covered by warranty only, must call 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 www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html.

When reporting a case by telephone, make sure you have the following information available:

- Cisco.com user ID
- Contract number
- Business effect (case severity)

Customers can also open technical support cases by sending an email to tac@cisco.com.

If you are opening a new service request, put “Cisco Video: Videoscape Media Suite” in the subject line of your email. This will help the agent processing the incoming email to determine the correct service request queue to which to route your support request. Please include the following information in your email:

- Company name
- Contact name
- Contact phone number
- Cisco.com user ID
- Contact email address
- Contract number
- Product type
- Business effect (service request severity as defined below)
- Brief problem description
- Install base site
- Alternate contact name
- Alternate contact phone number

Providing this information will help expedite the processing of the service request through the Cisco TAC agent.

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 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 service request severity definitions as 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 effect on 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.

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 at

www.cisco.com/web/about/doing_business/legal/service_descriptions/docs/Cisco_Severity_and_Escalation_Guidelines.pdf.

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:

- Software Advisor: Features information and compatibility assistance
- TAC Case Collection: Identifies and troubleshoots common problems
- My Tech Support: Offers personalized webpage with customized links
- Output Interpreter: Provides problem resolution recommendations
- 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.

User manuals and other product documentation are available on Cisco.com at

www.cisco.com/public/support/tac/documentation.html.

Cisco SMARTnet Service

Q. What is Cisco SMARTnet Service?

A. Cisco SMARTnet Service is an award-winning technical support service that can give your IT staff direct, anytime access to field engineers and Cisco.com resources to help ensure the fast, expert response and accountability required to resolve critical network issues. With Cisco SMARTnet Service you can choose from a broad range of service delivery options for all network devices.

Q. What is included with Cisco SMARTnet Service?

A. Cisco SMARTnet Service includes:

- Around-the-clock, global access to the Cisco Technical Assistance Center (TAC).
- Access to the extensive Cisco.com knowledge base and tools, for easy access to online technical information and service request management.
- Ongoing Cisco software operating system support on licensed operating system software, for covered Cisco products. Support includes access to both minor and major releases within the licensed feature set.

- Advance hardware replacement is available to fit the critical needs of your network. Next-business-day as well as premium service level options that provide parts replacement in as little as 2 or 4 hours are available depending on your preference and the type of contract coverage you select.
- Proactive diagnostics and real-time alerts on select devices with Cisco Smart Call Home. For an updated list of products that are covered, visit the Smart Call Home website at www.cisco.com/go/smartcall.
- An onsite Cisco field engineer to install replacement parts at your location is an option, available through Cisco SMARTnet Onsite Service. Through this onsite service option, a field engineer implements Cisco technology expertise and practices to help ensure that your network operates at the highest levels.

For more information, visit the Cisco SMARTnet Service webpage at www.cisco.com/go/smartnet.

Q. Why should a customer purchase or renew Cisco SMARTnet Service?

A. By covering the Cisco Media Processor family and Cisco Transcode Manager products with a Cisco SMARTnet contract, you can:

- Maximize network availability, reliability, stability, and security with direct access to networking engineers at Cisco
- Reduce the cost of network ownership by using Cisco expertise, knowledge, and availability
- Increase return on investment (ROI) by having access to Cisco operating system software enhancements
- Expedite time to repair with the right parts at the right time to resolve issues quickly
- Better manage scarce internal expert resources at all locations when utilizing the proactive diagnostics and real-time alerts available with Smart Call Home, on select devices
- Empower your IT staff and improve productivity and revenue per employee with access to tools and technical support documentation that can increase self-sufficiency and technical knowledge

Q. How do you purchase Cisco SMARTnet Service?

A. You may purchase Cisco SMARTnet Service directly from Cisco through your Cisco account manager or through our global network of highly qualified Cisco partners. You may find a partner near you through the Cisco Partner Locator at www.cisco.com/go/partnerlocator.

Cisco Software Application Support

Q. What is Cisco Software Application Support (SAS)?

A. As part of the Cisco Technical Support Services portfolio, the Cisco SAS program provides maintenance and minor updates, access to online resources, and TAC support services.

Q. What is included with Software Application Support for the Cisco Media Processor family and Cisco Transcode Manager products?

A. Software Application Support includes:

- Instant access to software updates, including maintenance and minor updates, to keep applications current
- Access to the Cisco TAC 24 hours a day, 7 days a week
- Online repository of application tools and technical document
- 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 SAS, you can download the datasheet at www.cisco.com/en/US/services/ps2827/ps2993/services_data_sheet0900aecd803f3d9f.pdf.

- Q.** Why should a customer buy or renew Cisco Software Application Support service?
- A.** By covering the Cisco Media Processor family and Cisco Transcode Manager products with a Cisco SAS contract, a customer can:
- Boost the availability and performance of core applications
 - Maintain the performance and efficient operation of critical business applications
 - Augment staff with Cisco expertise and automated troubleshooting tools
 - Reduce security, operational, and business risk by keeping software application releases current
 - Solve issues quickly with access to a wide range of online tools and communities
- Q.** How can you purchase SAS services?
- A.** You may purchase SAS services directly from Cisco through your Cisco account manager or through our global network of highly qualified Cisco partners. You may find a partner near you through the Cisco Partner Locator at www.cisco.com/go/partnerlocator.
- Q.** How do Cisco support services differ from Inlet services?
- A.** The services, people, and basic service coverage are comparable.

Warranty

- Q.** What is the Cisco warranty?
- A.** Warranties are short-term commitments for Cisco to repair and/or 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 repair and/or 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 repaired or 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.

Advanced and Other Services

- Q.** Does Cisco offer Advanced Services?
- A.** Yes. Using the Cisco Lifecycle Services approach, Cisco and its partners provide a broad portfolio of services that address all aspects of deploying, operating, and optimizing a customer’s network. The advanced services use the statement of work (SOW) to define the deliverables. A training curriculum is also available that can be customized to fit individual customer needs. More information on Advanced Services for Data Center Management and Automation products is available at www.cisco.com/en/US/products/ps11168/serv_home.html.

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.

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

A. Products reach the end of their product lifecycle for a number of reasons. These reasons may be due to market demands, technology innovation and development fostering changes in the product, or the products simply maturing over time and being replaced by richer technology functionality. Although this is an established part of the overall product lifecycle, Cisco recognizes that end-of-life milestones prompt companies to review the way in which end-of-sale and end-of-life milestones affect the Cisco products in their networks. With that in mind, we have set out below our end-of-life policy to help customers better manage their end-of-life transition and to understand the role that Cisco can play in helping to migrate to alternative Cisco platforms and technology.

As a general rule, Cisco will provide six months’ notice of the affected product’s end-of-sale date and/or the last day when the affected product can be ordered. This notice will appear on the Cisco.com site (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 notification here: www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice.

Access to Cisco’s Technical Assistance Center (TAC) will be available 24 hours a day, seven days a week, for a period of five years from the end-of-sale date for operating system software issues and for a period of three years from the end-of-sale date for application software issues.

Where available, Cisco will provide bug fixes, maintenance releases, workarounds, or patches for critical bugs reported using the TAC or Cisco.com website for a period of five years from the end-of-sale date for operating system software and for a period of three years from the end-of sale date for application software. Bear in mind that it may be necessary to use a software upgrade release to correct a reported problem.

Customers will need to help ensure that they have a current and fully paid support contract with Cisco. Customers should contact their Cisco support account manager regarding fees payable during the end-of-life period, so that Cisco can provide support right through the end-of-life transition period.

Below are guidelines that should be followed to help ensure that customers receive effective support for the affected products within their network:

- For software that is not covered under a service contract, customers may add the product(s) to a current service contract or purchase a new service contract until 12 months after the last date of sale date.
- Service contracts that have not been renewed or have lapsed after 12 months of the last date of sale date are not renewable.
- Renewal of the customers’ service contracts will generally be available until the last year of support, but will not extend beyond the last date of support.

The following bulleted items provide the definitions to some terms related to end of life:

- **End-of-product lifecycle:** Process that guides the final business operations associated with the product lifecycle. The end-of-life process consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.
- **End-of-sale date:** Last date to order the product through Cisco point-of-sale mechanisms. After this date, the product is no longer for sale.
- **Operating system software:** Cisco operating system software that runs on Cisco hardware.
- **Application software:** Cisco software that requires the presence of some operating system software.
- **Software maintenance support:** Time period that Cisco may release any software maintenance releases or bug fixes to the software product. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.

If you have any questions about the services described in this document, refer to www.cisco.com/web/about/doing_business/legal/service_descriptions/index.html.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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