

Cisco Severity and Escalation Guidelines

When You are submitting a problem to Cisco, assign a Severity Level as follows:

Table 1. Severity Levels

Severity Level	Description
Severity 1	Critical impact on the customer’s business operations. Cisco’s hardware, software or as a service product is down.
Severity 2	Substantial impact on the customer’s business operations. Cisco hardware, software or as a service product is degraded.
Severity 3	Minimal impact on the customer’s business operations. Cisco hardware, software or as a service product is partially degraded.
Severity 4	No impact on the customer’s business operations. The customer requests information about features, implementation, or configuration for Cisco’s hardware, software, or as a service product.

Cisco and You will commit resources and provide requested information in accordance with the corresponding Severity Levels:

- Severity Level 1: Full-time resources
- Severity Level 2: Full-time resources during Business Hours
- Severity Level 3: Resources during Business Hours
- Severity Level 4: Resources during Business Hours to provide information

If You do not believe that adequate problem resolution progress is occurring, You may escalate the problem to the on-shift duty manager.