

**SERVICE DESCRIPTION: COLLABORATION SUPPORT SERVICES****Services Summary**

This document describes Collaboration Support Services:

- Software Support Basic or Software Support Service (SWSS)
- Solution Support
- Software Support Enhanced
- Software Support Premium

License / Deployment type:

- On premises perpetual software licenses
- On premises subscription licenses and
- Software as a Service subscriptions for Software residing in the Cisco cloud.

For Software subscription licenses and Software as a Service subscriptions, the Basic option via telephone home Support is the default. Customer may purchase Solution Support, Enhanced or Premium to complement the embedded Software Support deliverables in that subscription.

Cisco shall provide the various Services according to the option selected on the Purchase Order of the Services which Cisco has been paid the appropriate fee. Customer is entitled to the purchased Services only during the term of the Service.

If available, Cisco will provide the Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco will provide a Quote for Services ("Quote") setting out the extent and duration of the Services. Cisco requires a Purchase Order referencing a valid and agreed-upon Cisco Quote.

**Cisco Software Support Basic, Enhanced and Premium:**

Cisco Software Support Basic provides foundational technical support for Software products. Software Support Enhance and Premium build on Software Support Basic to provide varying levels of improved technical support and guidance for Software products.

**Cisco Solution Support Services:**

Cisco Solution Support Services applies to Solutions, infrastructures and appliances that have been either: defined in a Cisco Solution Support Service Definition Document, or Implemented following guidance of the covered Cisco Validated Design in all material respects. Cisco Solution Support Services as described in this document are intended to supplement product-level maintenance and support agreements from Cisco and Cisco's Solution Technology Partner(s) where all products in the Solution are supported through product support services. The ability of Cisco to interact with both Cisco product support and product support from our Solution Technology Partner(s) will depend on the Customer's entitlement to product support.

Cisco Solution Support Services provides access to a team of Solution experts, who provide a primary point of contact for issues found within the Solution. By combining these Cisco Solution Support resources with the Customer's entitlements to technical support on all hardware and software elements that comprise the Solution, Cisco

**Location of Services**

Remote unless otherwise expressly set forth below.

delivers support for the Solution, both directly and through coordination of product maintenance and support activities needed to troubleshoot and address issues across the Solution.

**GENERAL SUPPORT PROVIDED FOR SELECTED SERVICES**

Cisco will provide the Services described below, where available, for the Customer’s Network during Normal Business Hours (unless stated otherwise).

**SOFTWARE SUPPORT BASIC**

**Cisco Responsibilities**

- Cisco Technical Support access is identified in the offer with either one of these two methods:  
 Online Support
  - Allows access for support and troubleshooting via online tools and web case submission only. No telephone case submission is included with this option. Case severity or escalation guidelines are not applicable. Refer to Software Support Response Time table for details.
 Phone Support
  - Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, or web case submission and online tools with Application Software use and troubleshooting issues. Refer to Software Support Response Time table for details.
  - Manage problems according to the [Cisco Severity and Escalation Guidelines](#).
- Provide Maintenance Releases for Cisco IP Phones that are deployed in a covered Cisco Unified Communications Manager (“CUCM”) environment.
- Access to Cisco.com. This system provides Customer with helpful technical and general information on Cisco Products as well as access to Cisco’s on-line Software Center library. Please note that access restrictions identified by Cisco from time to time may apply.
- Software Updates:
  - Work-around solutions or patches to reported Application Software problems using reasonable commercial efforts for on premises Software. For an

**Customer Responsibilities**

- The provision of the Service assumes that Customer will:
- Provide, at Customer’s expense, reasonable access to the on premises Product through the Internet to establish a data communication link between Customer’s environment and the Cisco TAC engineer and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.
  - Provide valid and applicable license, authentication or other information to identify the purchase for all Products that problems and issues are reported to Cisco or where Customer is seeking information from Cisco in connection with Product use.
  - When requested, provide Cisco with a list of all personnel that Customer has authorized to contact Cisco or access Cisco.com for Services and to download Software from Cisco.com or Cisco’s PUT. Customer is responsible for reviewing the list on an annual basis and adding or removing personnel as necessary.
  - Update to the latest Software release and latest Third-Party Software release, if required by Cisco to correct a reported Software problem.
  - Pay all engineering time, travel, and out-of-pocket expenses if Customer request performance of onsite Services outside the scope of Service options described in this document.
  - Provide any hardware required to perform fault isolation.
  - Update support contract information to reflect the latest Major and Minor release deployed on their premise.

Application Software patch for on premises software, a Maintenance Release for the Application Software experiencing the problem will be provided as follows: download from Cisco.com

- Major, Minor and Maintenance Releases for on premises software. For Application Software that runs on Customer's premises or in a Customer controlled environment, the Application Software releases and supporting Documentation are available on the Cisco.com Software Center (<http://www.cisco.com/go/software>) through the Cisco Product Upgrade Tool (PUT). Applicable supporting Documentation, if available, is on Cisco.com and is limited to one copy per release. Additional copies may be purchased.

For Software as a Service (SaaS):

- Any patches, Maintenance Release, Minor Release and Major Release of the Application Software will be incorporated into the Software as a Service and may not be provided as downloads to Customer.

- Make all reasonable efforts to isolate the Software problem prior to requesting support from Cisco.
- Acquire, install configure and provide technical support for Third-party Products, including upgrades required by Cisco or related Services; and for Network infrastructure, including, but not limited to, local and wide-area data Networks and equipment required by Cisco for operation of Software.
- Maintain Customer's entire Software implementation for configurable Software currently in use under the same Service option for Cisco to provide Services for any portion of Customer's Software implementation.
- Some capabilities for delivering on premises services requires the Customer to allow telemetry data to be shared with Cisco. The Customer must agree to this in order to have the services delivered. This data will only be utilized for purposes of providing the service.

## SOLUTION SUPPORT

### Cisco Responsibilities

The Solution Support option includes all of the deliverables in the Software Support Basic option. In addition, the Solution Support option also includes:

- Cisco will respond within thirty (30) minutes for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond within two (2) hours for all calls received during Standard Business Hours and for calls received outside Standard Business Hours, Cisco will respond no later than the next Business Day.
- Manage problems according to the [Cisco Severity and Escalation Guidelines](#).
- Access to Cisco.com for information on the Solution being supported. This system provides Customer with helpful technical and general information on the Solution. Please note that access restrictions identified by Cisco may apply.
- To the extent allowed by our Solution Technology Partners, Cisco will provide technical issue management for issues encountered with the Solution.
- In the event Cisco determines escalation to a Solution Technology Partner for Third Party Product support is necessary, Cisco will work with the Customer and the applicable Solution Technology Partner to open a case for

### Customer Responsibilities

In addition to the Customer Responsibilities described in Software Support Basic, the provision of Solution Support assumes that Customer will:

- Ensure that Cisco Solution Support is purchased to cover the Solution and all Cisco products that are a part of the covered Solution.
- Provide a severity level as described in the [Cisco Severity and Escalation Guidelines](#) for all Customer support requests.
- Customer acknowledges that it will be necessary for Cisco to disclose Customer information to Solution Technology Partners for the purposes of case response, product specific support, advance troubleshooting and product issue resolution and Customer authorizes such disclosure.
- Customer is required, at the Customer's expense, during 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 (including all Third Party products), at no less than a reasonable level for elements operating in a production environment.
- Provide, at Customer's expense, reasonable access to Solution elements through the Internet or via modem to establish a data communication link between Customer and the Cisco engineer and/or Solution Technology Partner

the Customer in the Solution Technology Partner’s case management system.

- As part of the Services, it may be necessary for Cisco to disclose Customer information to the applicable Solution Technology Partner. Such information may include logs and contact information.
- Cisco will provide information, to the extent allowable, to Solution Technology Partner in support of Solution Technology Partner conducting diagnosis and resolution of the Customer’s issue.
- Cisco will provide updates on actions taken to resolve the Customer’s issue as a single point of contact.
- For some products, Cisco may open cases on behalf of Customer with Solution Technology Partner provided Customer and Solution Technology Partner have agreed to allow Cisco to act as Customer's agent in this limited capacity.

support personnel as applicable and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.

- Customer will be required to have and maintain permissions to access Solution Technology Partner websites for Solution Technology Partner software releases (i.e., patches, updates and upgrades) as well as for specific information, documentation and knowledge base related to Third Party Software that may interact with the Solution.
- For Solution Support Services that requires following a Cisco Validated Design, Customer will be required to implement and maintain the Solution being covered following the guidance set out in a current version of the Cisco Validated Design in all material respects.
- Provide thirty (30) days Notice to Cisco of material increase in the scale of the Solution being supported.
- Update to the latest Cisco, and/or latest Solution Technology Partner software release, if advised by Cisco or Solution Technology Partner, as applicable, to correct a reported problem.
- Pay to Cisco and/or Solution Technology Partners all engineering time, travel, and out-of-pocket expenses if Customer request performance of onsite Services or Services outside the scope of this document.
- Provide any hardware and/or software required to perform fault isolation.
- Acquire and maintain technical support for all Cisco and Technology Partner products interacting with the Solution, including application of upgrades required by Cisco or the Technology Partner.

**SOFTWARE SUPPORT ENHANCED**

**Cisco Responsibilities**

The Enhanced option includes all of the deliverables in the Software Support Basic and Solution Support options. In addition, the Enhanced option also includes:

- For Severity 3 and 4 calls, Cisco will respond within two (2) hours.
- Guidance for Smart Account structure set up and software license activation.
- Configuration advice and process guidance for maintaining consistency of the Software performance in the Customer’s IT environment.
- Available upon Customer request, definition of an IT or Infosec adoption plan with periodic technical status reviews.

**Customer Responsibilities**

In addition to the Customer Responsibilities described in Software Support Basic and Solution Support, the provision of Software Support Enhanced assumes that Customer will::

- Designate and provide contact information for representative(s) as IT or Infosec adoption primary point of contact with Cisco who will regularly attend and participate in online meetings with Cisco to review support operations metrics.
- To perform analytics on consumption data to help improving feature usage, Customer will provide consumption information via any mutually agreed method.
- Designate software users, IT admin and help desk to attend and participate in training and support process reviews, when applicable.
- Customer’s designated software users will complete any

- Review the Customer’s desired outcomes and suggest any updates to the IT or Infosec adoption plan.
- Review and recommend any changes to the Software configuration, settings, etc. and provide technical guidance with any ongoing Customer needs in alignment with desired outcomes.
- Address limitations or influences related to IT or Infosec adoption plan.
- Make recommendations on leveraging best practice guides, training, marketing material or suggestions for process changes to better achieve desired outcomes.
- Provide guidance for integrating the Software into the Customer’s IT environment.
- Where eligible and available, training for the Software.

necessary training made available by Cisco that are recommended for the Products purchased by Customer.

- Advise Cisco of its standard operating procedures related to its business practices, its internal operational nomenclature and Environment to allow Cisco to discuss cases with Customer in the context of Customer’s business environment.

**SOFTWARE SUPPORT PREMIUM**

**Cisco Responsibilities**

The Premium option includes all of the deliverables in the Software Support Basic, Solution Support and Software Support Enhanced options. In addition, the Premium option also includes:

- Cisco will respond within fifteen (15) minutes for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond within one (1) hour.
- Available upon Customer request, designated service management of the covered products during local business hours.
  - Incident management, change management and escalation management.
  - Facilitate resolution for severity 1 and 2 cases.
  - Assistance with problem management through technical consultation for any work around or appropriate corrective action.
  - Technical consultation for any operational safeguards against known issues and planned changes that may affect operations and availability of the Software.
  - Periodic technical reviews on status and results of both technical and support issues for the designated product offerings with reviews of overall operational performance.
  - Periodic consultation to help planning for product changes that may affect availability of Software or its feature set including upgrades, expansion and migration.
  - Support case analysis for Severity 1 and 2 issues with best practices in reducing these types of Support Cases.

**Customer Responsibilities**

See Customer Responsibilities for Software Support Basic, Solution Support and Software Support Enhanced.

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**GENERAL**

**Incorporation by Reference:** The [Glossary of Terms, List of Services Not Covered](#) and [Severity and Escalation Guidelines](#) posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/) are incorporated by reference into this Service Description.

**If you purchased the Services directly from Cisco,** your **Master Agreement** (as defined in the Glossary of Terms identified above) is also incorporated by reference. If there is a conflict between this Service Description and any of the documents listed above, this Service Description governs such conflict.

**If you purchased the Services through a Cisco Authorized Reseller** then your contract, if any, is between you and your Cisco Authorized Reseller. As such, this Service Description is for informational purposes only and is not a contract between you and Cisco. Your Cisco Authorized Reseller should provide you with a copy of this Service Description and related documents, or you can obtain a copy at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).