

# Cisco Services for ClearAccess Hosted Customers

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## Introduction

This document provides answers to some of the most common questions regarding service offerings, service agreements, and technical support for Cisco® ClearAccess products now that ClearAccess is a part of Cisco.

## Cisco ClearAccess Products and Services

**Q.** To what are the former ClearAccess products and services being mapped within Cisco?

**A.** Refer to Tables 1, 2, and 3 for the product and services mappings.

**Table 1.** ClearAccess Products and New Cisco Offerings

ClearAccess Product Names	Cisco Offerings
ClearVision plus ClearVision Management System	Cisco Prime™ Home
ClearVision Analytics Licenses	Cisco Prime Home Analytics
ClearVision ClearScript Engine	Cisco Prime Home SDK

**Table 2.** Technical Services

ClearAccess Services Name	Cisco Services Name
ClearVision Maintenance	Cisco Software Application Support (SAS)

**Table 3.** Advanced Services

ClearAccess Services Name	Cisco Services Name
On Premise Installation and Configuration	Cisco Prime Home Plan, Design, and Implementation Service
API Integration	Cisco Prime Home Plan, Design, and Implementation Service – External Integrations
CSR and Admin Training	Cisco Prime Home Plan, Design, Implementation Service – Enhanced Training Options
Consulting Services	Cisco Service Provider OSS Consulting Service
No ClearAccess Support Offering	Cisco Service Provider OSS Optimization Service (OSS/NMS NOS)

For more information about services for service providers, visit [www.cisco.com/en/US/products/ps6889/serv\\_category\\_home.html](http://www.cisco.com/en/US/products/ps6889/serv_category_home.html).

**Q.** How does Cisco Prime Home, formerly ClearAccess ClearVision, complement the Cisco Prime product family?

**A.** The Cisco Prime portfolio of enterprise and service provider management offerings empowers IT organizations to more effectively manage their networks and the services they deliver. The Cisco Prime portfolio supports integrated lifecycle operations across Cisco architectures, technologies, and networks, helping IT organizations:

- Accelerate time to value for new services
- Maximize return on investment for Cisco technologies

- Improve operational efficiencies through automation

Cisco Prime Home complements the existing Cisco Prime portfolio with a system for managing home devices on a single platform that expands across architectures: mobility, cloud and managed services, and Videoscape™. The integration of Cisco Prime Home with other Cisco Prime applications will allow for correlation and coordination between home and service provider networks. The combination of Cisco Prime Home and Cisco Services will enable service providers to better manage their networks in the connected home and across any device.

- Q.** How does the ClearAccess acquisition better enable us to deliver on the Cisco Videoscape vision?
- A.** ClearAccess accelerates Cisco's vision for better management of devices enabled by Videoscape, allowing service providers to monetize, deliver, and support the management of subscriber devices and services in the connected home.
- Q.** Cisco is only acquiring the ClearAccess software business. What will happen to the remaining hardware business?
- A.** The hardware portion of the business, SmartRG Gateways, has been spun out as a separate asset, SmartRG Inc., which is owned by current ClearAccess shareholders. Going forward, Cisco will provide SmartRG with basic software support and needs.
- Q.** Are all Cisco Prime Home products and services available globally?
- A.** Currently the products and services are available everywhere.
- Q.** Can I expect the same service coverage?
- A.** Unless otherwise noted, we have made every effort to transparently integrate offers so that your experience remains the same.

## Service Agreement Migration and Access

- Q.** When will my service agreements be migrated into the Cisco installed base?
- A.** We are reviewing all service contracts and anticipate migrating the agreements within a couple months of orderability.
- Q.** How do I get access to my new Cisco service agreement number?
- A.** After migration, Cisco Services will email a welcome letter with your new Cisco service agreement contract number to those contacts that have used ClearVision Maintenance services.
- Q.** How do I renew service contracts?
- A.** Following migration, you will renew services 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](http://www.cisco.com/go/partnerlocator).
- Q.** Are my service agreement contract numbers going to be the same?
- A.** No. All service agreements will be assigned Cisco service agreement contract numbers.
- Q.** How will new service agreement numbers be assigned?
- A.** Service agreement contract numbers will be assigned by Cisco systems used in the migration, in the same way that numbers are assigned to all other service agreements at Cisco.

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## Cisco Software Application Support Services

**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 Technical Assistance Center (TAC) support services.

**Q.** Why does the purchase of a Cisco Prime Home hosted license have a mandatory attach of Cisco SAS?

**A.** In order to make sure that our customers get the necessary support and entitlement, there is a mandatory attach of Cisco SAS to the purchase of a hosted license. Hosted customers will enjoy that same standard level of support that they previously received from ClearAccess.

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

**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 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 SAS, you can download the datasheet at

[www.cisco.com/en/US/services/ps2827/ps2993/services\\_data\\_sheet0900aecd803f3d9f.pdf](http://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 Cisco Prime Home 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 do Cisco support services differ from ClearAccess services?

**A.** The services, people, and basic service coverage are comparable.

**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](http://www.cisco.com/go/partnerlocator).

## 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 Prime Home 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 video and 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 partner or customer open a case with the Cisco TAC?

**A.** Customers and partners with an active service contract can open a case through Cisco.com at [www.cisco.com/en/US/support/index.html](http://www.cisco.com/en/US/support/index.html). Customers or partners must have their Cisco service contract number or serial number and a Cisco.com user ID when opening a case using the web.

Customers with severity (priority) 1 or 2 cases, or customers covered by warranty only, must call the TAC at 800 553-2447 or 408 526-7209 in the United States. For more information about opening a technical support case and for regional TAC telephone numbers, refer to

[www.cisco.com/en/US/support/tsd\\_cisco\\_worldwide\\_contacts.html](http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html).

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

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

**A.** Register for a Cisco.com user ID and create a Cisco.com profile at [tools.cisco.com/RPF/register/register.do](http://tools.cisco.com/RPF/register/register.do). 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.

**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:

- **Software Advisor:** Features information and compatibility assistance
- **TAC Case Collection:** Identifies and troubleshoots common problems
- **My Tech Support:** Offers a personalized web page 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](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 following service request severity definitions. 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 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.

**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](http://www.cisco.com/web/about/doing_business/legal/service_descriptions/docs/Cisco_Severity_and_Escalation_Guidelines.pdf).

## 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.

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The Cisco warranty for software 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.

Cisco Prime Home software media are warranted for 90 days.

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).

## Other Services

- 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/cisco/web/support/index.html#~shp\\_product](http://www.cisco.com/cisco/web/support/index.html#~shp_product).
- Q.** How is product “end of life” handled?
- A.** Products reach the end of their product lifecycle for a number of reasons. These reasons might be due to market demands, technology innovation, and development promoting changes in the product, or the products might simply have matured over time and are being replaced by products with richer capabilities. 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 on which 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](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).

Access to the Cisco 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, and patches for critical bugs reported through 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 might be necessary to use a software upgrade release to correct a reported problem.

The customer 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 through the end-of-life transition period.

The following are guidelines to follow 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 products to a current service contract or purchase a new service contract until 12 months after the last date of sale.
- Service contracts that have not been renewed or that have lapsed after 12 months of the last date of sale are not renewable.

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- Renewal of the customer's service contracts will generally be available until the last year of support but will not extend beyond the last date of support.

For an end of policy overview, 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).

### Additional Information

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

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

- Service and Support for ClearAccess Acquisition website:  
[www.cisco.com/en/US/products/ps12570/serv\\_group\\_home.html](http://www.cisco.com/en/US/products/ps12570/serv_group_home.html)
- TAC Service Request Tool:  
[tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do)



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