

Cisco Software and Firmware Development Kit (SDK/FDK) Enhanced Support

This document must be read in conjunction with [How Cisco Provides Services](#), which is incorporated into this document by reference.

SDK/FDK Support is a subscription service pursuant to which Cisco will provide developer support for purchased Software Development Kit (“SDK”) or Firmware Development Kit (“FDK”) as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

There are two levels of SDK/FDK Support available: Basic and Enhanced.

Basic Support

Online Access

- Access to Cisco.com, which provides Customers with 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.
- Cisco Support Communities including access to FDK Support Community and Documentation.

Software Download

- Operating system updates, work-around solutions or patches to reported Software problems using reasonable commercial efforts. When such updates are provided, Cisco will either make a Software patch available from the Cisco Software Center (www.cisco.com/go/software) or provide a Maintenance Release to Customer for the Product experiencing the problem.

Enhanced Support

With Enhanced Support, you get everything included in Basic Support, plus the following:

Technical Support

- Access to support 24 hours per day, 7 days per week to assist with SDK/FDK use, configuration, and troubleshooting issues by web case submission and online tools. Cisco's initial response time will be within 1 business day.
- To get support, create a CCO ID at www.cisco.com, login, and review the applicable online documentation or open a case support ticket. There is no limit to the number of case support tickets you may open while you have an active subscription for SDK/FDK support. For FDKs, Cisco will assist you only with support questions related to the prepackaged examples Cisco provides with such FDKs.