Service Description
Extended Support Service

This Service Description is part of the Services Agreement (as defined in the Services Guide) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

Extended Support provides support for Cisco Hardware and on-premise, perpetual Application Software that are beyond the Last Date of Support (LDoS). Extended Support for Software will be provided solely for Product families that are beyond LDoS. Extended support is available up to a limit of two (2) years past LDoS.

Cisco will provide the following support as described further in this document:

Hardware	TAC.
	RMA.
	Cisco.com.
Software	TAC.
	Software Download (existing minor releases for the LDoS version and existing major releases).
	Cisco.com (Including Software Download Center and Product Upgrade Tool (PUT)).
	Note: Extended Support for Software is currently limited to certain on-premise, perpetual Application Software products. Extended Support is not available for operating system software (e.g., IOS, IOS-XR) Refer to Appendix A for the list of currently supported Software.

2. Hardware

For Hardware, Cisco will provide the following Services:

- Cisco's provision of Extended Support Services is conditioned upon Hardware remaining at the physical location You identified in the assessment.

2.1. Technical Support

- Cisco TAC access.

- 24 hours per day and 7 days per week.

- Assist with Product use, configuration, and troubleshooting issues.

- Cisco will respond within one (1) hour for all calls received during Standard Business Hours and for Severity 1 and 2 calls received outside Standard Business Hours. For Severity 3 and 4 calls received outside Standard Business Hours, Cisco will respond within twenty-four (24) hours.

2.2. Online Access to Cisco.com

This provides You with helpful technical and general information on Cisco Products. Please note that access restrictions identified by Cisco may apply.

2.3. RMA

- Advance Replacement services are subject to geographic and weight restrictions depending on Your location.

- You may check availability by accessing Cisco's Service Availability Matrix at: http://tools.cisco.com/apidc/sam/search.do.

- Please note that destination country importation, compliance with US export controls and customs processes may condition actual delivery times. Advance Replacement to and from the European Union will be shipped Delivered Duty Paid (DDP) (Incoterms 2010). All other Advance Replacement will be shipped Delivered At Place (DAP) (Incoterms 2010), exclusive of any import duties, taxes and fees, where applicable. All Advance Replacement will be shipped using Cisco's preferred carrier, freight prepaid by Cisco. Requests for alternate carriers will be at Your expense. Chassis and line card Advance Replacement Service must be at the same level of coverage. Cisco will provide Customer with Advance Replacement(s) that are either new or equivalent to new.

  o Cisco will provide only Hardware replacement defined as network services impacting problems that have been identified by You to Cisco TAC and subsequently qualified via Cisco's normal evaluation process. Hardware replacement will be provided according to the following terms and conditions:

  o Cisco will use commercially reasonable efforts to provide You with Hardware replacement services where available.

  o Cisco TAC will use commercially reasonable efforts to work with You to determine the locality of impact and to find a workaround for the problem.

  o If an alternative is not possible during the term of support, then Cisco will make commercially reasonable efforts to provide a solution to remedy the problem.

  o If despite commercially reasonable efforts Cisco is unable to provide a Hardware Replacement, it may be necessary for You to remove or upgrade the impacted Hardware to correct the problem.

Table 1. RMA Service Levels

Hardware Service Options	24x7x2		24x7x4		8x5x4[1]		8x7xNext Calendar Day[2]		8x5xNext Business Day[2]	
	HW Only	Onsite	HW Only	Onsite	HW Only	Onsite	HW Only	Onsite	HW Only	Onsite
Advance Replacement of HW	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
RMA Service Level	2HR	2HR	4HR	4HR	4HR	4Hr	NCD	NCD	NBD	NBD
RMA Installation	Self	Cisco Tech	Self	Cisco Tech	Self	Cisco Tech	Self	Cisco Tech	Self	Cisco Tech
Services availability	7 days a week 24 hours per day				Business days Business hours		7 days a week Business Hours		Business days Business hours	
Includes Local Observed Holidays	Yes				No		Yes		No	

Onsite Support Option: Customer can also opt to schedule the Field Engineer arrival. Please consult the Onsite Field Engineer Duties for further details.

- With 2hr and 4hr service levels; customer can schedule FE arrivals any hour of the day/week.

- With NCD and NBD service levels; FE arrival times are limited from 9:00 AM (earliest arrival time) to 5:00 PM (latest arrival time) and scheduling is only available the day(s) after the part arrival.

[1]For 8x5x4 deliveries the RMA request must be created by 1:00 PM Local Depot Time. For RMA requests after 1:00 PM Local Depot Time, delivery will be the Next Business Day.
[2]For Next Calendar day and Next Business Day delivery, the RMA request must be created by 3:00 PM Local Depot Time for delivery on the Next Calendar Day or Business Day. Exception: For the United States and Canada, the RMA request must be created by 6:00 PM Eastern Standard Time. In countries where Next Calendar Day and Next Business Day services are not available, Cisco will ship the RMA as a Same Day Shipment.

3. Software

Extended Support will be provided solely for on-premise, perpetual Application Software product families that are beyond LDoS. Refer to Appendix A for the list of currently supported software products. Extended Support for Software is not available for IOS.

Extended Support for Software is limited to troubleshooting and configuration assistance, including assistance with identifying bug fixes for bugs previously identified and resolved. No support, bug fixes or maintenance releases will be provided for newly identified bugs, security patches, maintenance releases, vulnerability fixes. No engineering development support such as root cause analysis or technical escalations for newly identified issues will be provided. Extended Support for Software does not include support for any non-production Software deployments, such as in Your labs.

For Software, the Services will be provided as described below:

3.1 Technical Support

- Cisco will provide access TAC 24 hours per day, 7 days per week.

  - Response times for Severity Levels 1 and 2 calls are within one (1) hour.

  - Response times for Severity Levels 3 and 4calls:

    o During Business Hours – within one (1) hour.

    o Outside of Business Hours – within the Next Business Day during Business hours.

3.2 Access to Cisco.com

- This system provides You with helpful technical and general information on Cisco Products as well as access to Cisco's online Software Central library. Please note that access restrictions identified by Cisco may apply.

3.3 Application Software Updates

- Any software issues or bugs that were not fixed for the application software version before LDoS will not be fixed after LDoS. No new minor, maintenance releases and software updates will be provided for the product version that is beyond LDoS. Existing Maintenance Release for the Application Software experiencing the problem will be provided as follows: (a) download from Cisco.com (as available).

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

4. Customer Responsibilities

4.1 Migration Plan

You will provide to Cisco a documented migration plan with timelines to next generation Cisco Product or Service, including bill of materials listing new Product associated with the migration.

3.2 General Responsibilities

- Defective parts must be returned in accordance with the [Cisco RMA Policy for Warranty and Hardware Support Contract Returns](#).

- You are responsible for proper packaging of the returned parts and must include a description of the failure and the written specifications of any changes or alterations made. It is important to return only the components for which replacements have been provided. Accessories and other modular components should be transferred to the replacement device and not included with the return item. Cisco is not responsible for excess items returned in error.

- Packages for replacement in accordance with this subsection will be shipped by customer Delivered at Place (DAP) (Incoterms 2010), including any applicable import duties, taxes and fees. Customers under a current Service maintenance contract for the replacement Hardware or participating in Cisco's Trade In program may be able to schedule a pickup of authorized returns at no additional charge using Cisco's Product Online Web Returns (POWR) tool located at www.cisco.com.

Appendix A

List of supported Software products:

Product Group	SW Product Type
Collaboration Customer Contact Business Unit (CCBU)	Unified Communications Contact Center – Enterprise (UCCE)*
	Unified Communications Contact Center – Express (UCCX)*
	Cisco Unified Call Manager (CUCM)*

*Cisco will not support any Software products with LDoS older than one (1) year from current date.