NOTE: For all orders received or quotes issued on or after April 24th, 2026, this Service Description applies. For all orders received or quotes issued before April 24th, 2026, please refer to Cisco Support – Legacy.

Service Description
Cisco Support

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

Cisco Support offers three tiers:

- Cisco Support – Basic
- Cisco Support – Standard
- Cisco Support – Signature

The Cisco Support table below indicates the Feature Availability corresponding to Hardware and/or Software support. Feature availability may vary based on Product families, spend levels, and deployment modalities. Please see Architecture Overviews for more information.

Cisco Support				
Capabilities	**Features**	**Basic**	**Standard**	**Signature**
Trusted Support	TAC Access	•	•	•
	Software Updates and Maintenance Releases	•	•	•
	Support Communities	•	•	•
	Solution Level Support		•	•
	Prioritized Case Handling		•	•
	Case Expedition, Risk Mitigation, and Resilience			•
	Periodic Service Reviews			•
	Systematic Root Cause Investigation			•
	Asset Management			•
Trusted Support Hardware	Hardware RMA	•	•	•
	Automated RMA		•	•
	Service Level Agreement (SLA)			•
	Predictive Analysis and Prevention			•
	Continuous Optimization			•
Trusted Support Software	Smart Account Guidance		•	•
	Setup Configuration Support		•	•
	Health, Updates, and Change Support			•
Assets Digital Capabilities	Asset Inventory	•	•	•
	End of Life Reports	•	•	•
	Asset Growth Report		•	•
	Asset Inventory Insights		•	•
	End of Life Insights		•	•
	Asset Criticality Insights		•	•

Cisco Support				
Capabilities	**Features**	**Basic**	**Standard**	**Signature**
Assessments Digital Capabilities	Security Advisories Reports	•	•	•
	Field Notices Reports	•	•	•
	Security Advisories Insights		•	•
	Field Notices Insights		•	•
	Security Hardening Insights		•	•
	Configuration Insights		•	•
	Certificate Expiration		•	•
	Quantum-Safe Infrastructure		•	•
	Software Release Conformance		•	•
	Security Hardening Recommendations			•
	Configuration Recommendations			•
Support Digital Capabilities	Case Management	•	•	•
	Self-service Troubleshooting	•	•	•
	Case Insights		•	•
	Service Review Reports			•
Contextual Learning	Cisco Support Learning Paths		•	•
	Remote Practice Labs			•
	Certification Practice Exams			•
	Certification Prep Training			•

2. Cisco Responsibilities

Cisco will provide the features described below, as selected and detailed on the PO for which Cisco has been paid the appropriate fee.

2.1 Trusted Support

Trusted Support provides Product support Services including technical assistance, Hardware RMA options, Software Updates, and centralized issue management.

(A) **TAC Access**

Cisco will provide access to TAC 24 hours per day, 7 days per week to assist with Product use, configuration and troubleshooting issues by online and phone. Cisco's initial response time will be as follows:

Initial Response Time	Basic	Standard	Signature *≥ $200K Service Term annual spend*[1]
Severity 1	1 hour	30 minutes	15 minutes
Severity 2	1 hour	30 minutes	30 minutes
Severity 3	NBD	1 hour[2]	1 hour
Severity 4	NBD	1 hour[2]	1 hour

[1]If Your Service Term annual spend is less than $200K, then Your Initial Response Time will align to Standard Initial Response Times.
[2]For Severity 3 and Severity 4 calls received outside of Business Hours, Cisco will respond within the Next Business Day (NBD).

(B) **Software Updates and Maintenance Releases**

For applications, licenses, and hardware OS, Cisco will provide work-around solutions or patches for reported Software problems (when available), and You will have access to Software Releases, as applicable.

(C) **Support Communities**

Cisco will provide Cisco-moderated communities where Cisco experts answer FAQs, hold expert-led Q&A forums, and provide Product and Service recommendations.

(D) **Solution Level Support**

Cisco will provide Solution Level Support, which includes centralized expertise and issue management across a solution of Cisco and Cisco approved third-party provider ("Solution Alliance Partner") products. Solution Level Support applies to solutions comprised of Cisco and Cisco approved Solution Alliance Partners products, where You maintain: (1) Cisco Solution level support on all Products (where available) and (2) an appropriate level of technical support on all Cisco Solution Alliance products used in the solution.

- Access to a team of solution experts who act as a primary point of contact who will either actively manage the issue to resolution by Product experts or, to the extent allowed by Solution Alliance Partners, coordinate Your actions to drive issue resolution.

(E) **Prioritized Case Handling**

Cisco will prioritize support cases for Standard over those associated with the Basic tier. Signature tier support cases are prioritized over Standard cases.

(F) **Case Expedition, Risk Mitigation, and Resilience**

Cisco will provide management of support cases and risk through:

- Operational support for the management and resolution of Severity 1 and Severity 2 cases.
- Coordination with Customer and Cisco stakeholders.
- Management of support cases and RMA requests to closure, with escalation as necessary.
- Highlighting of technical debt to facilitate prioritization and remediation of aging components or configurations.
- Vulnerability assessments to identify and address security or stability concerns before exploitation.
- Evaluation of the impact of planned changes to assess how modifications may affect system stability.
- Delivery of maintenance window support:
    - Reactive Maintenance Windows (RMW): Coordinated with You to address urgent changes necessary to resolve Service-impacting issues identified in Cisco support cases.
    - Scheduled Maintenance Windows (SMW): Your initiated maintenance periods not directly linked to an open Service-impacting Cisco support case. Cisco reserves the right to limit SMWs to twelve (12) per annual contract term, as defined by the Services Term.

(G) **Periodic Service Reviews**

Cisco will discuss with You supported cases, known errors, post-incident operational improvements, operational abnormalities and trends, and analytics and KPI reporting.

(H) **Systematic Root Cause Investigation**

Cisco will provide insights for Hardware and on-premise Software to:

- Identify underlying systemic weaknesses that could cause recurring incidents.
- Map interdependencies to identify cascading effects. This feature is limited to devices related to the specific issue.
- Review historical patterns to highlight recurring issues that may require architectural or procedural changes.
- Document findings comprehensively, building a knowledge base to prevent recurrence.
- Facilitate problem resolution for technical issues that You report.

- Provide assistance, troubleshooting, or remediation for Your Network.

(I) **Asset Management**

Cisco will provide comprehensive lifecycle and contract oversight to:

- Prevent service interruptions, entitlement issues, and unexpected costs, including full MACD support through proactive and reactive asset management.
- Optimize Service coverage and license utilization, continuous installed base validation, and advisory for compliance, entitlement expiration, and End-of-Life (EOL) events.
- Tailor insights and analytics to ensure accurate Service and license entitlements, supporting technology refreshes, and migrations.
- Track Your install base and recommend Service coverage through periodic reviews.
- Prepare and reconcile the install base for renewals.

2.2 Trusted Support – Hardware

Trusted Support – Hardware optimizes Your infrastructure with Advanced Replacement and proactive prevention to minimize downtime.

(A) **Hardware RMA**

- Cisco provides the following optional Hardware replacement Services (where available). Advance Replacement Services are subject to geographic and weight restrictions. You may check availability by accessing Cisco's Service Availability Matrix.
- Heavy Weighted & Over Sized Products: https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/service-availability-heavyweight-oversized-product.pdf
- 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 2020). Any Advanced Replacement shipment that must cross national boundaries will be shipped Delivered At Place (DAP) (Incoterms 2020), 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 You with Advance Replacement(s) that are either new or equivalent to new.
    - Cisco will use commercially reasonable efforts to provide You with Hardware replacement Services where available.

Options	Delivered 24x7x2		Delivered 24x7x4		Delivered 8x7xNext Calendar Day[1]		Delivered 8x5xNext Business Day[1]		Shipped 8x5xShipNext Business Day[2]	
RMA Service Level	2HR		4HR		NCD		NBD		SNBD	
RMA Installation	Self	Onsite Option	Self	Onsite Option	Self	Onsite Option	Self	Onsite Option	Self	No Onsite
Services Availability	7 days a week 24 hours per day				7 days a week Business Hours		Business Days Business Hours		Business Days Business Hours	
Includes Local Observed Holidays	Yes				Yes		No		No	

[1] 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 Time. In countries where Next Calendar Day and Next Business Day Services are not available; Cisco will ship the RMA as Ship Next Business Day (SNBD).
[2] For Ship Next Business Day, the RMA request must be created by 3:00 PM Local Depot Time to ship the following Business Day. Exception for the United States and Canada, the RMA request must be created by 6:00 PM Eastern Time.

- Onsite Support Option: You can also opt to schedule the Field Engineer ("FE") arrival. Please consult the Onsite Field Engineer Duties for further details.
    - With 2HR and 4HR Service levels, You 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.

- Drive Retention Option: Where available, if You purchase this Service, You may retain the defective drive in connection with troubleshooting a drive problem.

- Defective Asset Retention Option: Where available only for pre-qualified government classified customers and for resale to pre-qualified classified customers. In the event You purchase this Service, You may retain and destroy certain Products that are defective.

- Return To Factory Option: Available only to qualified service provider Customers. Return to Factory does not support Hardware Advance Replacement. Customer must ship defective Hardware to Cisco (at Customer's expense). After Cisco confirms receipt of defective Hardware, Cisco will ship replacement Hardware within ten (10) Business Days.

(B) **Automated RMA**

Cisco will detect Hardware failures on supported and connected devices to automate the replacement process.

(C) **Service Level Agreement (SLA)**

The Cisco Support Service Level Agreement applies to Hardware Products covered by Cisco Support – Signature. SLAs apply to Response and Restoration times.

(D) **Predictive Analysis and Prevention**

Cisco will provide automated insights to:

- Advise on patterns and trends signaling potential disruptions before symptoms appear.
- Recommend attention to early signs of performance degradation that could lead to service interruptions, where supported.

(E) **Continuous Optimization**

Cisco will provide optimization reviews in the form of digital and/or people provided insights will be conducted which will:

- Highlight preventive measures based on known vulnerabilities and emerging threats.
- Leverage root cause analysis (RCA) of recurring problems to collaborate with professional Services (where available) to validate redundancy and failover mechanisms to support resilience before failures occur.
- Leverage RCA of recurring problems to collaborate with professional Services (where available) to facilitate technical reviews to align infrastructure capabilities with Your changing business needs.

2.3 Trusted Support – Software

Trusted Support - Software provides proactive support, expert guidance, and actionable advice to minimize risk and enable knowledge of Your Network.

(A) **Smart Account Guidance**

Entitlement guidance for Smart Account setup and Software license activation.

(B) **Setup Configuration Support**

Includes guidance for initial installation and deployment of the Application Software, deployment of Software updates and migration, and support associated with integrating the Application Software into Your IT environment.

Examples include:

- Guide initial installation and deployment pertaining to the Application Software.
- Make recommendations on leveraging best practice guides, training materials, and/or suggesting process changes to better achieve desired outcomes.
- Provide best practice training for Your help desk personnel on processes and Application Software features.
- Conduct periodic Cisco system risk evaluation for on-premises deployments (at Cisco's discretion).

(C) **Health, Updates and Change Support**

Cisco provides ongoing support activities designed to help you maintain a stable, well-performing deployment and prepare for software updates and planned changes. These include:

- Periodic Technical Health Check Reviews to:
  - Assess and recommend changes to the Software configuration and provide technical guidance.
  - Compare progress to date against goals.
  - Address limitations or influences related to IT and Infosec adoption plan.
  - Guide deployment of Software updates and migration.
- Availability Advisories to provide safeguards against known issues and changes that may affect operation and availability of the Application Software.
- Planned Change Impact Guidance for planned Product changes that may affect availability of the Application Software or its feature set.
- Semi-annual consultation to help plan for upgrades, expansion, and migration for any necessary deployment growth.
- Annual Summary to include support case trend analysis, Software configuration review, and recommendations for any changes.

2.4 Assets Digital Capabilities

Assets Digital Capabilities provide your complete Cisco inventory with dynamic visibility into hardware and software end-of-life dates, contract coverage status and end dates. Assets Digital Capabilities also benchmark your asset lifecycle against industry peers and provide asset tagging for filtering as well as deduplication of assets from multiple sources.

(A) **Asset Inventory**

Cisco will provide an up-to-date view of Hardware Products by model and serial number, OS version, installed-at location, and Service coverage details. Enables You to filter by when the asset was active (e.g., based on TAC cases, renewal, data You share).

(B) **End of Life Reports**

Cisco will provide an up-to-date list of Hardware and Software approaching, at, or passed End of Life milestones from End of Sale to Last Day of Support (LDOS).

(C) **Asset Growth Report**

Cisco will provide installed base asset additions, decommissions, net changes, and estimated impact across each Enterprise Agreement billing period.

(D) **Asset Inventory Insights**

Cisco will provide access to querying, summarization, visualization, and reporting Asset Inventory.

(E) **End of Life Insights**

Cisco will provide intelligent querying, summarization, visualization, and reporting of End of Life milestones.

(F) **Asset Criticality Insights**

Cisco will identify asset role and relative importance in Your infrastructure.

2.5 Assessments Digital Capabilities

Assessments Digital Capabilities assess Your devices against critical and high-priority security advisories and field notices. Device hardening assessments transform lengthy technical documents into a clear set of actions tailored to Your specific devices.

(A) **Security Advisories Reports**

Cisco will provide Cisco Product Security Incident Response Team (PSIRT) notifications, technical reports, and corrective recommendations.

(B) **Field Notices Reports**

Cisco will provide Cisco Field Notice notifications about significant non-security related Product issues.

(C) **Security Advisories Insights**

Cisco will provide intelligent querying, summarization, visualization, and reporting of assets at risk of Security Advisories.

(D) **Field Notices Insights**

Cisco will provide intelligent querying, summarization, visualization and reporting of assets at risk of Field Notices.

(E) **Security Hardening Insights**

Cisco will provide configuration recommendations from Cisco OS Hardening Guides. This feature detects configuration deviations across Your infrastructure that may affect security posture, or risk exposure. Each security hardening rule is evaluated across Your covered assets, with findings prioritized by severity.

(F) **Configuration Insights**

Cisco will provide configuration best practices. This feature detects configuration deviations across Your infrastructure that may affect availability, security, or performance. Each best practice rule is evaluated across Your covered assets, with findings prioritized by severity.

(G) **Certificate Expiration**

Cisco will provide intelligent querying, visualization and summarization of assets that are using digital certificates to manage security protocols and their expiration timeline, which helps with certificate hygiene.

(H) **Quantum-Safe Infrastructure**

Cisco will provide intelligent querying, visualization, and summarization of infrastructure that is quantum cryptography safe. Evaluation of Your covered assets is laid out on a migration timeline and prioritized by asset criticality with recommended hardware refresh, software upgrade, or feature activation.

(I) **Software Release Conformance**

Cisco will provide intelligent querying, visualization and summarization of Your assets that are running Cisco suggested software releases, helping drive standardization and modernization.

(J) **Security Hardening Recommendations**

Building on recommendations from Security Hardening Insights, Cisco will provide more personalized asset specific commands that are ready for change execution, helping to accelerate validation, testing, release, and deployment.

(K) **Configuration Recommendations**

Building on recommendations from Configuration Insights, Cisco will provide additional personalized asset specific commands that are ready for change execution.

2.6 Support Digital Capabilities

Support Digital Capabilities provide streamlined case management and trend tracking.

(A) **Case Management**

Cisco will provide an up-to-date list of recently opened and closed Cisco TAC cases including case counts, status, severity, and/or RMAs associated to cases.

(B) **Self-service Troubleshooting**

Cisco will provide ability to ask questions and receive guidance from Product documentation and TAC knowledge bases without the need to open a TAC case.

(C) **Case Insights**

Cisco will provide access to querying, summarization, visualization, and reporting on Cisco TAC cases.

(D) **Service Review Reports**

Cisco will provide visualization and reporting of TAC case metrics and trends, including restoration times, response times, RMAs, and scheduled maintenance windows.

2.7 Contextual Learning

Contextual Learning provides learning content via Cisco U. Cisco Support - Signature includes Cisco Support e-learning, remote practice labs, certification practice exams, and Cisco certification prep training. Signature is limited to twenty (20) usernames/learners. Once usernames are established, changes can be made by contacting Cisco. Unused seats will not carry over to the next Service Term.

(A) **Cisco Support Learning Paths**

Cisco will provide access to curated content that provides basic instructions aligned to Products and Software Services and take part in digital Learning Paths developed by Cisco experts.

(B) **Remote Practice Labs**

Cisco will provide online access to learning labs and lab guides includes instructions for lab practice assignments. You can access real Hardware and Software, not simulations.

(C) **Certification Practice Exams**

Cisco will provide access to practice exams to help You to identify any gaps in Your knowledge or areas of weakness that You should focus on to prepare for a live certification exam.

(D) **Certification Prep Training**

Cisco will provide on-demand access to full-featured Product training and certification preparation learning paths with assessment questions to track skills-building.

3. Customer Responsibilities

- Some features are dependent on You sharing data with Cisco.
- To access all features, You must permit the Data Collection Tools to access all Customer network devices managed by the inventory collection process. If You elect to disable collection features or uninstall the Data Collection Tools, You acknowledge that Cisco will be unable to provide certain elements of the Service. You are responsible for providing any hardware or software necessary to support the Data Collection Tools and the collection process.
- You are not entitled to Advance Hardware Replacement if you do not purchase an RMA Service level.
- Provide thirty (30) days' notice of: (1) requested additions to Your equipment list and (2) Products that have been moved to a new location. Services will be provided to You beginning thirty (30) days of receipt of such notification.
- 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 2020), 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.
- You are responsible for international customs duties, fees, and taxes associated with Advance Replacement.