



# Service Description

## Cisco Success Tracks

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 Success Tracks (“Success Tracks”) offers three tiers:

- Success Tracks - Standard
- Success Tracks - Enhanced
- Success Tracks - Signature

Feature availability may vary based on Product families, see [Architecture Overviews](#) for more information.

Success Tracks (Hardware)				
Capabilities	Features	Standard	Enhanced	Signature
<b>Trusted Support</b>	Hardware RMA	•	•	•
	TAC Access	•	•	•
	Software Updates	•	•	•
	Support Communities	•	•	•
	Automated RMA		•	•
	Solution Support		•	•
	Prioritized Case Handling		•	•
<b>Insights and Analytics</b>	Asset and License View	•	•	•
	Case Management	•	•	•
	Field Notices	•	•	•
	Security Advisories	•	•	•
	Adoption View		•	•
	Priority Bugs		•	•
	Rapid Problem Resolution		•	•
	Automated Fault Management			•
	Case Management KPI's			•
	Optimal Software Versions			•
	Regulatory Compliance Checks			•
	Risk Mitigation Checks			•
<b>Contextual Learning</b>	E-Learning		•	•
	Remote Practice Labs			•
	Certification Practice Exams			•



	Certification Prep Training			•
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Success Tracks (Software)				
Capabilities	Features	Standard	Enhanced	Signature
<b>Trusted Support</b>	TAC Access	•	•	•
	Software Updates	•	•	•
	Support Communities	•	•	•
	Solution Support		•	•
	Prioritized Case Handling		•	•
	Designated Service Management			•
<b>Insights and Analytics</b>	Advanced Support Analytics			•

## 2. Cisco Responsibilities

Cisco will provide the various 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, options for RMA for Hardware, Software Updates, and Solution Support to expedite issue resolution.

#### (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](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	<u>Delivered 24x7x2</u>		<u>Delivered 24x7x4</u>		<u>Delivered 8x5x4<sup>1</sup></u>		<u>Delivered 8x7xNext Calendar Day<sup>2</sup></u>		<u>Delivered 8x5xNext Business Day<sup>2</sup></u>		<u>Shipped 8x5xShipNext Business Day<sup>3</sup></u>	
<b>RMA Service Level</b>	2HR		4HR		4HR		NCD		NBD		SNBD	
<b>RMA Installation</b>	Self	Onsite Option	Self	Onsite Option	Self	Onsite Option	Self	Onsite Option	Self	Onsite Option	Self	No Onsite
<b>Services Availability</b>	7 days a week 24 hours per day				Business Days Business Hours		7 days a week Business Hours		Business Days Business Hours		Business Days Business Hours	
<b>Includes Local Observed Holidays</b>	Yes				No		Yes		No		No	

<sup>1</sup>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.

<sup>2</sup>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).

<sup>3</sup>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.
- Onsite with Troubleshooting Option:** Where available, for Onsite Troubleshooting options, at the sole discretion of Cisco TAC, Cisco may dispatch a kit of troubleshooting parts with the FE or TAC may dispatch a FE early in the troubleshooting process.
- Drive Retention Option (available only for Standard):** Where available, if You purchase this Service, You may retain the defective drive in connection with troubleshooting a drive problem.
- Defective Asset Retention Option:** Available only to 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 Cisco Products that are defective.
- Return To Factory Option:** Available only to qualified service provider Customers. Return to Factory does not support Hardware Advance Replacement. You must ship defective Hardware to Cisco (at Your expense). After Cisco confirms receipt of defective Hardware, Cisco will ship replacement Hardware within ten (10) Business Days.

(B) TAC Access



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:

**Hardware**

<b>Initial Response Time</b>	<b>Standard</b>	<b>Enhanced</b>	<b>Signature</b>
<b>Severity 1</b>	1 hour	30 minutes	30 minutes
<b>Severity 2</b>	1 hour	30 minutes	30 minutes
<b>Severity 3</b>	NBD	1 hour*	1 hour*
<b>Severity 4</b>	NBD	1 hour*	1 hour*

\*For Severity 3 and Severity 4 calls received outside of Business Hours, Cisco will respond within the Next Business Day (NBD).

**Software**

<b>Initial Response Time</b>	<b>Standard</b>	<b>Enhanced</b>	<b>Signature</b>
<b>Severity 1</b>	1 hour	30 minutes	15 minutes
<b>Severity 2</b>	1 hour	30 minutes	15 minutes
<b>Severity 3</b>	NBD	1 hour*	1 hour*
<b>Severity 4</b>	NBD	1 hour*	1 hour*

\*For Severity 3 and Severity 4 calls received outside of Business Hours, Cisco will respond within the Next Business Day (NBD).

**(C) Software Updates**

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.

**(D) Support Communities**

Support Communities refers to a set of Cisco-moderated communities where Cisco experts answer FAQs, hold expert-led Q&A forums, and provide Product and Service recommendations.

**(E) Automated RMA**

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

**(F) Solution Support**

Solution Support delivers centralized expertise and issue management across a solution of Cisco and Cisco approved third-party provider (“Solution Support Alliance Partner”) products. This service applies to environments comprised of Cisco and Cisco approved Solution Support Alliance Partners products, where You maintain: (1) Cisco Solution Support on all Cisco Products (where available) and (2) an appropriate level of technical support on all Solution Support Alliance products used in the solution.

- Access to a team of solution experts who act as a primary point of contact.

- Primary point of contact will either resolve or actively manage the issue to resolution by Cisco Product experts or, to the extent allowed by Solution Support Alliance Partners, coordinate Your actions.
- In the event Cisco determines escalation to a Solution Support Alliance Partner for Third Party Product support is necessary, Cisco will work with You and the applicable Solution Support Alliance Partner to open a case in the Solution Support Alliance Partner's case management system using Your entitlement to support with the Solution Support Alliance Partner

(G) **Prioritized Case Handling**

Support cases are prioritized over those associated with Standard option.

(H) **Designated Case Management (Software Only)**

Technical consultation for workarounds and expediting resolution for Severity 1 and Severity 2 Software cases during Business Hours.

## 2.2 Insights and Analytics

Insights and Analytics provide installed based insights to You to enable better forecasting and planning, help avoid outages, and maximize performance of existing and new environment. Insights and Analytics features are dependent on You enabling data sharing capabilities, when available, and data availability.

(A) **Asset and License View**

Asset and License View shows an up-to-date list of Products that have been purchased or deployed as well as model and serial number, licenses and contract term information, latest OS version, installed-at location, and support contract details.

(B) **Case Management**

Case Management shows information about support cases opened with Cisco, including number of open cases opened and closed, new cases opened in the last month, RMA cases, and support cases by Severity Level.

(C) **Field Notices**

Field Notices provide analysis and reporting, across Hardware and Software.

(D) **Security Advisories**

Security Advisories provides Product Security Incident Response Team (PSIRT) notifications, reports, and corrective recommendations to prioritize and mitigate outages, performance degradation, support, or security incidents.

(E) **Adoption View**

Adoption View provides an up-to-date view of all Cisco Software licenses purchased, activated, and utilized and Your corresponding expiration dates. Adoption View also shows information about software enabled features such as feature activation, adoption, and utilization, to enable proper product configuration.

(F) **Priority Bugs**

Priority Bugs diagnose and detail product and software vulnerabilities.

(G) **Rapid Problem Resolution**

Rapid Problem Resolution automates data collection and diagnostics when a support case is opened.

(H) **Automated Fault Management**

Automated Fault Management monitors Your technology environment for faults by examining logs and can also open a service request with Cisco when a fault is detected.

(I) **Case Management KPIs**

Case Management KPIs use support operations data to monitor and track Key Performance Indicators (KPI), with which You can monitor key operational performance measures, identify service request performance trends, and measure problem management operational efficiency.

(J) **Optimal Software Versions**

Optimal Software Versions help You select the appropriate Software version when updating Software based on suggestions from Cisco's unified digital experience.

(K) **Regulatory Compliance Checks**

Regulatory Compliance Checks provide on-demand and system-scheduled checks to help identify Cisco devices or Product configurations that may be out of compliance with common industry standards, such as PCI and HIPAA.

(L) **Risk Mitigation Checks**

Risk Mitigation Checks monitor the technology environment and identifies Products that present conditions associated with increased risk. Once Products are identified as at-risk, a remediation plan can be created to reduce risk.

(M) **Advanced Support Analytics (Software Only)**

Customer Dashboard Report of Support Case Analysis for Severity 1 and Severity 2 issues with best practices in reducing these types of Support Cases.

## 2.3 Contextual Learning

Contextual Learning provides learning content via Cisco U. Success Tracks - Signature includes Success Tracks 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) **e-Learning**

Gain 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**

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**

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**

On-demand access to full-featured product training and certification prep Learning Paths with assessment questions to track skills-building relevant to all Cisco technologies.

## 3. Customer Responsibilities



- 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](http://www.cisco.com).
- You are responsible for international customs duties, fees, and taxes associated with Advance Replacement.