



## Service Description

# Cisco Independent Software Vendor Application Services

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

Independent Software Vendor Application Services (ISV Service) is a Cisco Support offer for approved third-party software products (ISV Software) whereby Cisco will act as the primary point of contact for the customer to coordinate support with the third-party independent software vendor (ISV).

### 2. Cisco Responsibilities

- Cisco Technical Assistance Center (TAC) access twenty-four (24) hours per day, seven (7) days per week to assist by telephone, fax, electronic mail or the internet with ISV Software use, configuration and troubleshooting issues. Cisco will respond within one (1) hour for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond within one (1) hour for all calls received during Standard Business Hours; for calls received outside Standard Business Hours, Cisco will respond no later than the next Business Day.
- Access to Cisco.com for information on the solution that involves the ISV Software. This system provides Customer with helpful technical and general information on Cisco Products and solutions. Please note that access restrictions identified by Cisco may apply.
- Work-around solutions or coordinate access to patches to reported ISV Software problems using reasonable commercial efforts. Software patches and maintenance releases for the ISV Software experiencing the problem will be provided as a download from the applicable ISV website (as available) or through other process as defined by the ISV and Cisco TAC.
- In the event Cisco determines escalation to ISV for ISV Software support issues is necessary, Cisco will open a case for the Customer in the ISV's case management system. In some cases, the Customer will then work directly with the ISV to address the case. In certain instances, Cisco may require that Customer contact ISV directly rather than Cisco for ISV Software issues.
- During case response, it may be necessary for Cisco to disclose Customer information to ISV. Such information may include logs, diagnostic results and contact information.



### 3. Customer Responsibilities

- Customer will open a case with Cisco for the initial service investigation unless otherwise instructed by Cisco.
- Customer acknowledges that it may be necessary for Cisco to disclose Customer information to ISVs for the purposes of case response, advance troubleshooting and issue resolution and Customer authorizes such disclosure.
- Provide, at Customer's expense, reasonable access to the ISV Software through the Internet or via modem to establish a data communication link between Customer and the Cisco TAC engineer and/or ISV personnel as applicable and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.
- Customer will be required to have and maintain permission to access ISV websites for ISV Software releases (i.e., patches, updates and upgrades) as well as for specific information, documentation, knowledge base related to ISV Software.
- Update to the latest Cisco and latest ISV release, if required by Cisco or ISV, as applicable, to correct a reported ISV Software problem.
- Provide any Hardware required to perform fault isolation.
- Receive Services on Third Party Software for which Customer has:
  - Purchased a valid and current license from Cisco for the latest Third Party Software release or is renewing support for a valid supported license revision.
  - Completed the Cisco or ISV registration process, as applicable, for service activation.
  - Verified the issue exists on Cisco Hardware prior to opening a case with Cisco.
- Make all reasonable efforts to isolate the ISV Software problem prior to requesting support from Cisco.
- Acquire, install, configure and provide technical support for all third-party products (not covered by this service) interacting with the ISV Software, including upgrades required by Cisco, ISV Supplier or related Services.
- Maintain, at Customer's expense, Customer's entire ISV Software implementation for ISV Software currently in use under the same Service option for Cisco and/or the ISV to provide Services for any portion of Customer's ISV Software implementation.