Service Description
Extended Support for Software Subscriptions

This document describes the Extended Support Services (ESS) available for specific subscription Software versions that have reached the last day of support (LDOS). 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

ESS provides an extension of support services for specific approved subscription Software versions for a period of up to 12 months beyond the version LDOS, as described below.

2. Cisco Responsibilities

2.1 Cisco will provide access to TAC twenty-four (24) hours per day, seven (7) days per week to assist online or by telephone with solution use, configuration, and troubleshooting issues.

(A) Response times for Severity Levels 1 and 2 calls are within thirty (30) minutes. (B) Response times for Severity Levels 3 and 4 calls:

(1) During Business Hours - within one (1) hour;

(2) Outside of Business Hours - within the Next Business Day during Business Hours.

3. Customer Responsibilities

3.1 Ensure that Cisco Solution Support is purchased with all applicable Software that is a part of the subscription. Only LDOS Software covered under Solution Support will receive ESS.

3.2 If required by Cisco, request and use "Right-to-Use" temporary licenses.

4. Exclusions

4.1 No application software updates, upgrades, bug fixes, patches, or security or vulnerability releases will be provided for the LDOS Software during the ESS term. Support for Oracle, Red Hat or other third-party software that may be integrated into the solution is not included. Please refer to the End-of-Sale and End-of-Life Products announcements for details on specific releases and versions.