

# Get the most value from your Cisco investments

Cisco Support



# Realize value faster

## AI-driven and expert-led Cisco® Support

### Trusted Support



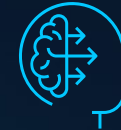
Keep your environment  
highly resilient and reliable

### Insights and Analytics



Simplify operations and  
mitigate downtime and risk

### Contextual Learning



Upskill workforce knowledge  
to be future-ready

Networking | Data Center | Security | Collaboration | Service Provider

## Simple three tiers to meet every support need

Get **AI-driven and expert-led support** for greater uptime, performance, and resilience

### Standard

Consistent reactive support for individual products

### Enhanced

Faster resolution for multi-product, multivendor solution environments

### Signature

Personalized, expert-led support for proactive operational excellence

Powered by Cisco IQ\*

\*Cisco IQ included when available

# Cisco Support – Trusted Support

Cisco Support

## Capabilities and Features

		Standard	Enhanced	Signature
Trusted Support	Hardware RMA	Cross-architecture	Cross-architecture	Cross-architecture
	Technical Assistance Center (TAC) Access	Cross-architecture	Cross-architecture	Cross-architecture
	Software updates	Cross-arch, except SP	Cross-arch, except SP	Cross-arch, except SP
	Premium Communities	General	Cross-architecture	Cross-architecture
	Centralized case management of Cisco Solution Alliance Partner products		Cross-architecture	Cross-architecture
	Automated RMA		Data Center	Data Center
	Software technical onboarding		Security, Collaboration	Security, Collaboration
	Expert guidance for software deployment			Security, Collaboration
	<b>Restoration SLA:</b> If Cisco fails to meet the Service Level Agreement (SLA), Cisco will issue a service credit in accordance with the terms in the SLA.*			Cross-architecture+
	<b>Predictive analysis and prevention:</b> Advise on disruption patterns that could signal performance degradation or interruptions.			Cross-architecture+
	<b>Systematic root cause investigation:</b> Identify systemic issues causing recurring incidents and provide direct troubleshooting to maintain optimal performance.			Cross-architecture+
	<b>Continuous optimization:</b> Advise on preventive measures based on vulnerabilities and threats, maintenance window support, and reporting.			Cross-architecture+
	<b>Risk mitigation and resilience:</b> Vulnerability assessments for security or stability concerns and highlight technical debt to prioritize remediation of aging components or configs.			Cross-architecture+
	<b>Asset management:</b> Provide continuous lifecycle and contract oversight with proactive and reactive management to optimize service coverage and license utilization.*			Cross-architecture+

These features are only available on certain Product platforms as determined by Cisco. The list of availability is subject to change. Contact a Cisco representative for the most up-to-date information on supported technologies. AppD, Splunk, Thousand Eyes, CVM (Kenna) technologies are not supported by Signature.

\*Meraki is currently limited to a Service Level Objective. Meraki is not covered by Asset Management.

+These features do not apply to security and collaboration software.

# Cisco Support – Insights and Analytics

## Cisco Support

### Capabilities and Features

		Standard	Enhanced	Signature
Insights and analytics	Assets and License View	Cross-architecture	Cross-architecture	Cross-architecture
	Case Management	Cross-architecture	Cross-architecture	Cross-architecture
	Security Advisories and Field Notices	Cross-architecture	Cross-architecture	Cross-architecture
	Priority Bugs		Campus	Campus
	Rapid Problem Resolution		Campus, Data Center	Campus, Data Center
	Automated Fault Management			Campus
	Case Management KPIs			Campus, Data Center Networking
	Optimal Software Versions			Campus, Data Center Networking
	Regulatory Compliance Checks			Campus, Data Center Networking
	Risk Mitigation Checks			Campus

These features are only available on certain Product platforms as determined by Cisco. The list of availability is subject to change. Contact a Cisco representative for the most up-to-date information on supported technologies. AppD, Splunk, Thousand Eyes, CVM (Kenna) technologies are not supported by Signature.

# Cisco Support – Contextual Learning

## Cisco Support

### Capabilities and Features

		Standard	Enhanced	Signature
Contextual Learning	e-Learning - Powered by Cisco U.	Cisco U. Free Library Cross-architecture	Cross-architecture	Cross-architecture+
	Certification Practice Exams			Cross-architecture+
	Certification Prep Training			Cross-architecture+
	Remote Practice Labs			Cross-architecture+

These features are only available on certain Product platforms as determined by Cisco. The list of availability is subject to change. Contact a Cisco representative for the most up-to-date information on supported technologies. AppD, Splunk, Thousand Eyes, CVM (Kenna) technologies are not supported by Signature.

+These features do not apply to security and collaboration software.

# 3-tier simplified portfolio design

	Cisco Feature Names	Standard	Enhanced	Signature
Trusted Support	Cisco Technical Assistance Center (TAC) access	•	•	•
	24x7 technical support / critical response time (If threshold is NOT met for Signature, S1 response is 30 min and S3/S4 is NBD outside of regular business hours)	S1/2: 60 min. S3/4: NBD	S1/2: 30 min. S3/4: 60 min.‡	S1/2: 15/30 min. S3/4: 60 min.
	Hardware RMA	•	•	•
	Software Updates	•	•	•
	Support Communities	•	•	•
	Priority case routing, 3 <sup>rd</sup> party support (SSPT)		•	•
	Automated RMA		•	•
	Restoration SLA (Threshold met)			•
	Predictive Analysis and Prevention (Threshold met)			•
	Systemic Root Cause Investigation (Threshold met)			•
	Continuous Optimization (Threshold met)			•
	Risk Mitigation and Resilience (Threshold met)			•
	Asset Management (Threshold met)			•
Insights & Analytics	Asset and license view, security advisories, field notices, case management	•	•	•
	Rapid Problem Resolution, Priority Bugs		•	•
	Case Management KPIs, Optimal Software Versions, Automated Fault Management, Regulatory Compliance Checks, Risk Mitigation Checks			•
Contextual Learning	e-Learning		•	•
	Remote Practice Labs, Certification Practice Exams and Preparation Training			•

‡ Outside of regular business hours, NBD

# Cisco Support (Software features)

Cisco Support (Software)				
Capabilities	Features	Standard	Enhanced	Signature
Trusted Support	TAC access	•	•	•
	Access to Cisco.com and support communities	•	•	•
	Software updates and maintenance releases	•	•	•
	Solution level support		•	•
	Smart account guidance		•	•
	Configuration support for application software performance		•	•
	Periodic technical status reviews		•	•
	Application software integration in IT environment		•	•
	Prioritized case handling		•	•
	Technical consultation and expedited case resolution			•
	Safeguards to support product availability			•
	Planned product change impacts			•
	Growth planning support			•
	Annual summary			•
Insights and Analytics	Advanced support analytics			•

# Cisco Support architectures and product types

Cisco Support Architectures	Product Types
Networking	<ul style="list-style-type: none"><li>• Cisco Catalyst® Switching</li><li>• Cisco Catalyst 8000 Routers</li><li>• Cisco Wireless APs and Wireless LAN Controller</li><li>• Cisco Catalyst Center</li><li>• Cisco Spaces</li><li>• Cisco 8000 Series Secure Routers</li><li>• Cisco SD-WAN</li><li>• Cisco Virtual, ASR 1000, and ISR Routers</li><li>• Cisco Enterprise Network Compute System (ENCS)</li><li>• Cisco Cloud Services Platform</li><li>• Cisco Catalyst Cellular Gateway, Catalyst Teleworker Gateway</li><li>• Cisco Industrial Routers, Switches and Wireless Devices</li><li>• Cisco UCS® E-series</li><li>• Cisco DNA Licenses</li><li>• Cisco Voice Gateways</li><li>• Cisco Network Function Virtualization Infrastructure Software (NFVIS)</li><li>• Cisco Meraki® Products</li></ul>

# Cisco Support architectures and product types

Cisco Support Architectures	Product Types
Data Center	<ul style="list-style-type: none"><li>• Cisco Nexus® 9K Series Switches</li><li>• Cisco Nexus 3K Series Switches</li><li>• Cisco Nexus Dashboard</li><li>• Cisco Application Policy Infrastructure Controller (APIC)</li><li>• Cisco Nexus 2K/5K/7K Series Switches</li><li>• Cisco MDS 9000 Series Switches</li><li>• Cisco Blade Series</li><li>• Cisco Rack Series</li><li>• Cisco AI Optimized UCS Servers</li><li>• Cisco Hyperconverged with Nutanix</li><li>• Cisco HyperFlex®</li><li>• Cisco Fabric Interconnects</li><li>• Cisco Intersight®</li><li>• Cisco Nexus Hyperfabric™</li></ul>
Service Provider	<ul style="list-style-type: none"><li>• Optical and Optics</li><li>• Routing</li><li>• Automation (Software only)</li><li>• Provider Connectivity Assurance</li><li>• Cable</li><li>• Mobility</li></ul>

# Cisco Support architectures and product types

Cisco Support Architectures	Product Types
Security	<ul style="list-style-type: none"><li>• Network Security<ul style="list-style-type: none"><li>○ Secure Firewall</li><li>○ Secure Workload</li><li>○ Cisco Defense Orchestrator</li><li>○ Multicloud Defense</li></ul></li><li>• Identity Access Management<ul style="list-style-type: none"><li>○ Duo and Identity Services Engine (ISE)</li></ul></li><li>• Threat Intelligence Detection Response<ul style="list-style-type: none"><li>○ Secure Endpoint</li><li>○ XDR</li><li>○ Secure Email</li><li>○ Secure Network Analytics</li><li>○ Secure Cloud Analytics</li><li>○ Secure Malware Analytics</li><li>○ Telemetry Broker</li><li>○ Vulnerability Management</li><li>○ User Protection Suite</li><li>○ Cloud Protection Suite</li><li>○ Breach Protection Suite</li><li>○ AI Defense</li></ul></li><li>• Secure Service Edge<ul style="list-style-type: none"><li>• Secure Access<ul style="list-style-type: none"><li>○ Umbrella®</li><li>○ Cloudlock®</li></ul></li><li>○ Secure Web</li><li>○ Secure Connect</li><li>○ Secure Client</li></ul></li></ul>

# Cisco Support architectures and product types

Cisco Support Architectures	Product Types
Collaboration	<ul style="list-style-type: none"><li>• Cisco Video Devices</li><li>• Cisco Desk Devices</li><li>• Cisco Desk Cameras</li><li>• Cisco Room Devices</li><li>• Cisco Video and Desk Phones</li><li>• Cisco Headsets</li><li>• Cisco Contact Center</li><li>• Employee Experience (Webex® Suite, Webex Calling and Webex Meeting)</li><li>• Customer Experience (Webex CPaaS Solutions, Webex AI Agent and Webex Contact Center)*</li></ul>

Only available for products sold on Subscription Billing Platform.

For Collaboration Flex Plan, configuration assistance for single sign-on, directory integration, hybrid calendar, and proximity will be provided during the first 90 days.

\*Customer Experience is covered as part of Enhanced and Signature except for CPaaS when it is purchased as a separate product.

Security: Partial to full on the PFs are included in scope. Not all products in these PFs are included in scope.

# Service Provider Support Services

# SP Cisco Support – Trusted Support

Cisco Support

## Capabilities and Features

		Standard	Enhanced	Signature
Trusted Support	Hardware RMA	Yes	Yes	Yes
	Technical Assistance Center (TAC) Access	Yes	Yes	Yes
	Software Updates	Yes	Yes	Yes
	Premium Communities	General	Yes	Yes
	Centralized case management of Cisco Solution Alliance Partner products		Yes	Yes
	Automated RMA		No	No
	Software technical onboarding		No	No
	Expert guidance for software deployment			No
	<b>Restoration SLA:</b> If Cisco fails to meet the Service Level Agreement (SLA), Cisco will issue a service credit in accordance with the terms in the SLA.			Yes
	<b>Predictive analysis and prevention:</b> Advise on disruption patterns that could signal performance degradation or interruptions.			Yes
	<b>Systematic root cause investigation:</b> Identify systemic issues causing recurring incidents and provide direct troubleshooting to maintain optimal performance.			Yes
	<b>Continuous optimization:</b> Advise on preventive measures based on vulnerabilities and threats, maintenance window support, and reporting.			Yes
	<b>Risk mitigation and resilience:</b> Vulnerability assessments for security or stability concerns and highlight technical debt to prioritize remediation of aging components or configs.			Yes
<b>Asset management:</b> Provide continuous lifecycle and contract oversight with proactive and reactive management to optimize service coverage and license utilization.			Yes	

These features are only available on certain Product platforms as determined by Cisco. The list of availability is subject to change. Contact a Cisco representative for the most up-to-date information on supported technologies.

# SP Cisco Support – Insights and Analytics

## Cisco Support

### Capabilities and Features

		Standard	Enhanced	Signature
Insights and analytics	Assets and license view	Yes	Yes	Yes
	Case management	Yes	Yes	Yes
	Security advisories and field notices	Yes	Yes	Yes
	Priority bugs		No	No
	Rapid problem resolution		No	No
	Automated Fault Management			No
	Case Management KPIs			No
	Optimal Software Versions			No
	Regulatory Compliance Checks			No
	Risk Mitigation Checks			No

These features are only available on certain Product platforms as determined by Cisco. The list of availability is subject to change. Contact a Cisco representative for the most up-to-date information on supported technologies.

# SP Cisco Support – Contextual Learning

## Cisco Support

### Capabilities and Features

		Standard	Enhanced	Signature
Contextual Learning	e-Learning - Powered by Cisco U.	Yes	Yes	Yes
	Certification Practice Exams			Yes
	Certification Prep Training			Yes
	Remote Practice Labs			Yes

These features are only available on certain Product platforms as determined by Cisco. The list of availability is subject to change. Contact a Cisco representative for the most up-to-date information on supported technologies.

# Trusted Support: Variations in deliverables for Service Providers

## Hardware

Cisco Support (Hardware)				
Capabilities	Features	Standard	Enhanced	Signature
	Hardware RMA	•	•	•
	TAC access	•	•	•
	Software updates	•	•	•
<b>Trusted support</b>	Support communities	•	•	•
	Automated RMA		•	•
	Solution Support		•	•
	Prioritized case handling		•	•

## Cisco SW or “Cisco Infra + SONiC”

Cisco Support (Software)				
Capabilities	Features	Standard	Enhanced	Signature
	TAC access	•	•	•
	Software major and minor releases	• (exception: not applicable to SW with SIA Subscription)	• (exception: not applicable to SW with SIA Subscription)	• (exception: not applicable to SW with SIA Subscription)
<b>Trusted support</b>	Software maintenance releases	•	•	•
	Support communities	•	•	•
	Solution support		•	•
	Prioritized case handling		•	•

## Cisco Infra Only

Cisco Support (Software)				
Capabilities	Features	Standard	Enhanced	Signature
	TAC access	•	•	•
	Software major and minor releases	• (exception: not applicable to SW with SIA Subscription)	• (exception: not applicable to SW with SIA Subscription)	• (exception: not applicable to SW with SIA Subscription)
<b>Trusted support for Cisco Infra Only</b>	Software maintenance releases	•	•	•
	Support communities	•	•	•
	Solution Support		•	•
	Prioritized case handling		•	•

Non-Cisco Software: Example  
SONiC – Software for Open Networking in the Cloud  
Cisco Software: IOS®-XR

# Service Provider Support Service - Key differences

Entitlement	Return to Factory	SP TAC Only	Hardware & Software Support
SP Standard Support - Entitlement Bill-To	Return to Factory (RTF) Support Service is available only for SP	SP TAC Only Support Service is available only for SP as part of SP Standard Support	HW TAC Troubleshooting: HW TAC Support should be purchased
SP Enhanced Support - Entitlement Install-At			SW TAC Troubleshooting: SW TAC Support should be purchased
SP Signature Support - Entitlement Install-At			

# Cisco Support – Signature

## Minimum threshold key questions answered

Frequently asked questions	Answers
<a href="#">What is a threshold?</a>	The minimum spend required to receive the total Signature set of deliverables.
<a href="#">Why is this required?</a>	Because Signature features use a combination of digital and people-oriented resources, engagements need to be a certain size to utilize the resources efficiently.
<a href="#">What is the threshold?</a>	USD \$200k annual contract value.
<a href="#">What happens if the minimum threshold is not met?</a>	The quote can still be booked. But there will be a reduced feature set.
<a href="#">Can I grow into the threshold?</a>	Yes. Once the threshold has been met, the full set of deliverables will be delivered to all the product that is covered by Signature.
<a href="#">How is this calculated?</a>	All Signature bookings, based on the globally unique device identifier (GUID), are added together. If they together cross the threshold, that meets the requirement.
<a href="#">What if I add a small amount of IB to my existing IB, will it still be delivered as Signature?</a>	Yes. Once the GUID meets the threshold, future bookings receive the full deliverables just like the existing contracts.
<a href="#">Does the threshold amount vary by region/product, etc.?</a>	No. Our principle in the new simplified portfolio is to maintain simplicity.

