



## VCare Partner Core Service Support Information

### Service Summary

Support provided under this Visitec VCare Partner Core Service offering is intended for authorized Cisco TelePresence Partners (Partner) who support End Users under Partner's service offering. Visitec will provide Services to Partner as backup to its technical capabilities. Partner will retain primary responsibility for providing support to its End Users. Visitec will provide Software Support and Hardware Support including new software releases made available by Cisco and advanced replacement parts as determined to restore system functionality of supported equipment (Services).

Telephone support is available by calling 800-561-6721 or 630-762-0300. Email support is available at [support@visitec.com](mailto:support@visitec.com).

### Program Details

- Visitec VCare Partner Core Service is only available to authorized Cisco TelePresence Partners in the United States (US) and Canada.
- Visitec shall respond to Partner within one (1) hour for all calls received during Standard Business Hours (8:00 AM – 5:30 PM Central) and next business day for other requests.
- Visitec VCare Partner Core Service is based on underlying 'Partner Core-Bridge Services' program defined by Cisco, and is subject to any changes in Cisco's program.
- Partner must clearly indicate to the End User that Partner is the first and primary contact for technical support.
- Partner will provide Visitec with a primary technical support contact for an incident referral if End User contacts Visitec directly.
- In any case that an End User contacts Visitec directly we will do our best to ascertain and refer the incident to Partner's primary technical support contact. At the discretion of Visitec, basic support can be provided to the End User and notification to Partner of the incident.
- Visitec will supply the appropriate level of technical resources based on problem severity and elapsed time to assist Partner with problem resolution to ensure adherence to Cisco Severity and Escalation Guidelines.
- Visitec VCare Partner Core Service covers infrastructure device issues only after being installed successfully and correctly. Support for installation and initial configuration issues are available as a separate service offering; contact Visitec for details.

### Partner Responsibility

- Partner will act as the single point of contact for End User and provide at minimum First Level Support.
- Partner is responsible for all on site troubleshooting required to properly diagnose issues, including capturing logs, performing system resets, and other functions requiring IP or serial connection to supported hardware.
- If Visitec determines Cisco support escalation is required and elects to open cases with Cisco's Technical Assistance Center (TAC) and/or request Return Material Authorizations (RMA), Partner shall provide Visitec and Cisco with entitlement information that includes, but which is not limited to, service contract number (under which Product is supported), Product number, Product location (for example, site, building, etc.) and serial number of the defective part.
- Partner shall act as the interface between Visitec and End User providing local language facilitation and translation.
- When Partner's support request must be escalated to Cisco by Visitec, Partner shall continue to work with both End User and Visitec/Cisco TAC until resolution of the Service Request. Partner shall be the primary point of contact with End User and any communication will flow from Visitec to Partner to End User at all times.
- Visitec and Cisco's ability and obligation to provide the support services contained herein is subject to Partner's adherence to Cisco's Severity and Escalation Guideline (available at Cisco web site).
- Partner acknowledges that Cisco information, including, but not limited to, the escalation guideline and the Visitec or Cisco TAC phone numbers, shall not be provided to End Users.

**VCare Services Hotline 630.762.0300 – 800.561.6721 Option 1 or [support@visitec.com](mailto:support@visitec.com)**



## Software Support

- Upon Partner request, Visitec will provide software release keys for Major Releases, Minor Releases and Maintenance Releases of Device or Application Software supported under Visitec VCare Partner Core Service.
- Visitec, in meeting any support obligations, may require Partner or End User to install the latest release of Software prior to further support.
- Software releases and supporting documentation will be made available from the Cisco.com Software Center ([www.cisco.com/software](http://www.cisco.com/software)).

## Hardware Support

- Where available, and upon the Visitec and/or Cisco problem diagnosis and determination that a FRU (Field-replaceable Unit) is required, Cisco shall ship a replacement non-configured FRU for arrival the following Cisco business day to the US or Canada location registered for the End User of the supported equipment as designated by the Partner.
- All qualified requests for shipment of Service Parts must be made to Cisco by Visitec prior to 1:00 PM Central Time during standard business days. For qualified requests received after 1:00 PM Central Time, the Advance Replacement will be shipped on the following Cisco business day.
- Partner and/or End User are responsible for all associated configuration of Advance Replacement product required to restore system features and functionality.
- In certain areas the Advance Replacement may not be available for the following business day replacement. Verify with Visitec at time of request. For all other locations the arrival time may be subject to importation, customs processes and courier timeframes.
- Advance Replacement Services may not be available for Hardware cabinetry or chassis over 50 lbs. (23 kg) or 6 ft. (2 meters) and no Advance Replacement Services are available for Software. Service contracts are not available for accessories (for example, cables, blower assemblies, power cords, wheels and mounting hardware) and any such accessory will only be covered as part of an applicable Advance Replacement service ordered for the Product incorporating such accessory.
- Shipments will be made using Cisco's preferred carrier, freight prepaid by Cisco, excluding import duties, taxes and fees, where applicable. Requests for alternate carriers will be at Partner expense.
- Cisco will provide Partner with advance Cisco Hardware replacement(s) that are either new or equivalent to new.
- Partner shall be responsible for providing any forms/documents that may be required or necessary for shipment or delivery of Advance Replacements to the location designated by Partner. Visitec and Cisco shall not be responsible for any delays in delivery of Advance Replacements which are caused by Partner or End User failure to furnish any forms/documents required as above, or other unforeseen issues.
- Partner or End User shall return a failed Product that has been Advance Replaced within ten (10) business days of delivery to the location designated by Partner of the replacement Product unless practically not possible due to (i) the prevailing circumstances (in which case the failed Product shall be returned as promptly as possible) or (ii) a delay is caused by circumstances for which Cisco is responsible. Should this not be complied with, the Advance Replacement Products will be invoiced to Partner at Cisco's then current Price List.
- In the US and Canada, Partner or End User shall be responsible for calling the courier to arrange pick up of the failed Product for return to the Cisco in-country depot. Cisco shall then arrange, take the risk for loss or damage and pay for transportation and delivery (including any applicable duties, fees and licenses) of the failed Product to Cisco's designated location.

## Related Documents

This document should be read in conjunction with the following documents posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/): (1) Glossary of Terms and (2) List of Services Not Covered.

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