Cisco ThousandEyes Support Policy

This Cisco ThousandEyes Support Policy (this "**Policy**") outlines the support services ("**Support**") provided by Cisco ThousandEyes ("**ThousandEyes**") to You. Support is subject to Cisco's General Terms (or similar terms existing between You and Cisco) and the ThousandEyes Offer Description (collectively, the "**Agreement**"). Support is provided for Your Use Term. Capitalized terms not otherwise defined in this Policy have the meanings given in the Agreement.

1. Support

Cisco ThousandEyes (Commercial)

ThousandEyes provides Support 24 hours a day, 7 days a week as part of Your ThousandEyes subscription. ThousandEyes will use commercially reasonable efforts to respond to Your inquiries within the specified targets based on the priority of the reported issue according to the 'Commercial Priority Support Matrix' table.

Commercial Priority Support Matrix

Priority #	Priority Level	Description	Target Response Time
1	Urgent	Critical impact on Your business operations. ThousandEyes' software or service offering is down.	1 hour
2	High	Substantial impact on Your business operations. ThousandEyes software or service offering is degraded.	4 hours
3	Medium	Minimal impact on Your business operations. ThousandEyes' software or service offering is partially degraded.	8 hours
4	Low	No impact on Your business operations. Includes requests for information about features, implementation, or configuration for ThousandEyes' software or service offering.	Next day

Reporting a Problem. You can access Support and file a Support case via:

- Online (Live Chat) – click the 'Chat' link under the 'Help & Support' menu when You are logged into ThousandEyes at https://app.thousandeyes.com/support;
- Online (Form Submission) – click the 'Contact Support' link under the Help & Support menu when logged into ThousandEyes at https://app.thousandeyes.com/support;
- Email – send an email to support@thousandeyes.com including the information requested below. Your email will be routed to the support system and Your request will be assigned a case ID; or
- Telephone – contact the Support team by calling +1 (919) 993-2051.

Case Handling. ThousandEyes is responsible for setting priority levels based on the impact of a reported issue. The Support team uses commercially reasonable efforts to respond to inquiries within the specified targets according to the 'Priority Support Matrix' above. The resolution process may include providing answers, workarounds, or deploying code fixes, etc. A Support case will be closed when Your inquiry is resolved or if You fail to respond within 7 days. You will be notified of case closures via email to the email address associated with Your ThousandEyes account. Your case may be reopened at any time at Your request or if further investigation is required. You can initiate escalation requests for Priority 1, 2, or 3 issues by contacting the Support team via email or phone as noted above. Escalation requests must include: the case ID, Your contact information, and the reason for the escalation.

Cisco ThousandEyes for Government (FedRAMP® Moderate)

ThousandEyes provides Support Monday to Friday, from 8 AM – 8 PM Eastern Standard Time (EST) ("**ThousandEyes for Government Support Hours**") as part of Your ThousandEyes for Government subscription. ThousandEyes will use commercially reasonable efforts to respond to Your inquiries within the specified targets based on the priority of the reported issue according to the 'ThousandEyes for Government Priority Support Matrix' table.

ThousandEyes for Government Priority Support Matrix

Priority #	Priority Level	Description	Target Response Time
1	Urgent	Critical impact on Your business operations. ThousandEyes' software or service offering is down.	1 hour
2	High	Substantial impact on Your business operations. ThousandEyes software or service offering is degraded.	4 hours during U.S business hours
3	Medium	Minimal impact on Your business operations. ThousandEyes' software or service offering is partially degraded.	8 hours during U.S business hours
4	Low	No impact on Your business operations. Includes requests for information about features, implementation, or configuration for ThousandEyes' software or service offering.	Next business day

Reporting a Problem. You can access Support and file a Support case via:

- Online (Form Submission) – click the 'Contact Support' link under the Help & Support menu when logged into ThousandEyes at https://mycase.frmod.cisco/; or
- Telephone – contact the Support team by calling +1 (877) 669-1782.
- Reporting a problem outside of ThousandEyes for Government Support Hours: ThousandEyes will respond to Support cases opened outside of the ThousandEyes for Government Support Hours within one (1) business day.
- Priority 1 (Urgent) Support Cases: Priority 1 Support cases can only be opened by telephone. If You open a Priority 1 Support case outside of ThousandEyes for Government Support Hours, ThousandEyes will use reasonable efforts to respond within one (1) hour. Once ThousandEyes provisions Support the priority will be adjusted accordingly and normal ThousandEyes for Government Support Hours will apply.

Case Handling. ThousandEyes provides Support in alignment with the requirements of U.S. public sector and relevant national security programs, including provision of Support by authorized in-country U.S. Persons. U.S. Persons means: (1) a citizen or national of the U.S.; (2) a permanent resident of the U.S.; (3) a refugee in the U.S.; or (4) an asylee in the U.S. ThousandEyes is responsible for setting priority levels based on the impact of a reported issue. The Support team uses commercially reasonable efforts to respond to inquiries within the specified targets according to the 'ThousandEyes for Government Priority Support Matrix' above. The resolution process may include providing answers, workarounds, or deploying code fixes, etc. A Support case will be closed when Your inquiry is resolved or if You fail to respond within 7 days. Your case may be reopened at any time at Your request or if further investigation is required. You can initiate escalation requests for Priority 1, 2, or 3 issues by contacting the Support team via phone as noted above. Escalation requests must include: the case ID, Your contact information, and the reason for the escalation.

2. Support Lifecycle Policy

ThousandEyes maintains a comprehensive Support lifecycle policy that governs Support for ThousandEyes components. ThousandEyes does not provide Support for releases that have reached their End of Support or End of Life dates as defined in the ThousandEyes Product Lifecycle Policy.

3. Security Vulnerabilities

Reported security vulnerabilities are addressed in accordance with the 'Commercial Priority Support Matrix' table above and the Cisco Security Vulnerability Policy. The remediation targets for security vulnerabilities are as follows:

Security Vulnerabilities Target Remediation

Priority Level	Target Remediation Time
High Risk (7.0-10.0 CVSS)	30 days
Medium Risk (4.0-6.9 CVSS)	60 days
Low Risk (3.9-below CVSS)	90 days

4. Your Obligations

Your Obligations. To facilitate effective Support, You are expected to fulfill the following obligations:

- Cooperation: You must provide all necessary information and access to resources required for ThousandEyes to resolve Support issues. This may include access to servers, participation in web meetings using online collaboration services (such as Cisco Webex), and assistance from Your personnel.
- Information: When reporting a new issue, You must provide Your account name, username, results of any troubleshooting measures undertaken, and a detailed description of the issue, including any co-existing issues and recent updates or changes to the network topology or infrastructure.
- Case Management: For ongoing cases, provide the previously assigned case ID and any additional details since the last contact with Support.
- Account Standing: Access to Support resources is restricted to customers whose accounts are in good standing.

5. Support Exclusions

Support does not cover issues arising from: Your equipment, software, network connections, or other infrastructure; use of ThousandEyes in a manner inconsistent with the Documentation; modifications by any party other than ThousandEyes; third party acts or systems; general internet problems or force majeure events; or any factors outside the reasonable control of ThousandEyes.

6. General Terms

Export Regulations. You acknowledge that Support is subject to U.S. export laws and regulations. You agree to comply with all applicable import and export laws and regulations, ensuring that Support is not used for any prohibited purposes.

Data Processing. ThousandEyes processes personal data in accordance with Cisco's Online Privacy Statement and the ThousandEyes Offer Disclosure.

Modifications. ThousandEyes reserves the right to modify this Policy from time to time. Any changes will be communicated via posting an update to this Policy, and, notwithstanding anything contrary in the Agreement, continued use of Support will constitute acceptance of the modified Policy.