



Support Reinstatement Policy

Updated: January 2023

Purpose

This document sets forth Cisco's policy regarding reinstating Support on Products that have lapsed or have never been covered. Support provides Customers (a) entitlement to download, deploy and use applicable Software updates, (b) hardware replacement, and (c) access to Cisco's Technical Assistance Center (TAC). Customers whose Support has lapsed or who have not previously purchased Support will need to establish or re-establish Support in order to obtain TAC support, Software updates, and / or Hardware replacements (for Products or Support levels not entitled under warranty). Customers seeking to reinstate Support may be subject to reinstatement fees and such Products may require inspection and Software relicensing prior to Support reinstatement.

This policy applies to sales of Support on Products—whether renewed or new, Customer entitled or partner entitled—through Cisco's Authorized Channel Network. This policy applies to all regions of operation.

Counterfeit and pirated products cannot be covered by Support. Unauthorized Products cannot be covered or reinstated until they have been inspected and relicensed.

Definitions

For purposes of this policy, the following definitions apply:

1. **"Authorized Channel Network"** means Cisco sales directly to end user Customers; Cisco sales to Cisco Channel Partners (who sell directly to end user Customers, or within the European Economic Area (EEA) also to other Cisco Channel Partners or Distributors); and Cisco Distributors (who sell to Cisco Channel Partners who resell to end user Customers, or within the EEA also to other Cisco Channel Partners or Distributors) where the purchasers of such product are within the contractually agreed territories for the Cisco Channel Partner or Distributor in question.
2. **"Customer"** means the entitled party of the Support, whether an end Customer who has purchased from Cisco or the Authorized Channel Network, or an Authorized Channel partner who has purchased Support which they will incorporate into their own offers.
3. **"Decommissioned"** means any instance of a Product that is no longer in use in Customer's network following notice to Cisco by Customer.
4. **"Hardware"** means Cisco-branded hardware, including tangible Cisco equipment, devices, or components made available.

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5. **"Inactive"** means the Product will no longer be entitled to Support, will not be eligible to be added to Support through standard quoting and order processes nor will be identified in Cisco's inventory discovery.
6. **"Product"** means Hardware and Software that are made generally available.
7. **"Software"**
 - a. means the object code version of the computer programs listed on Cisco's published global price list or provided with Hardware, whether operating system Software or application Software,

including copies, bug fixes, updates and upgrades thereof. Operating System (OS) Software generally refers to Software that is required to operate a device (examples include IOS and IOS-XR). Application Software generally refers to Software that runs an application (examples include call center, unified messaging and network management Software). Software does not include any computer programs listed on Cisco's published global price list in the name of a third party.

- b. Software provided by Cisco, including any copies, updates, upgrades, modifications, enhancements, and any derivative works thereof.
8. **“Support”** means the entitlement to access technical support, and to download, deploy and use applicable software updates for the covered Product—whether Hardware or Software, purchased from an Authorized Channel Network.
9. **“Unauthorized Product”** means New or used Products that are sourced and/or sold outside Cisco's Authorized Channels Network.

Support Reinstatement Policy

This policy governs the reinstatement of Support. Hardware inspection and/or Software relicensing may be required prior to reinstatement. Please refer to the [Software License Transfer and Re-Use Policy](#) for further details.

1. Support Reinstatement

1.1 Support Reinstatement Requirements:

1.1.1 Support purchased more than ninety (90) days after original Product ship date is subject to reinstatement.

1.1.2 Support which has expired and is more than thirty (30) days overdue for renewal is subject to reinstatement.

1.2 Additional Support Reinstatement Requirements:

1.2.1 Cisco customers must purchase at least one (1) year of Support on any Software licensed for a perpetual term, within ninety (90) days of the associated date of sale.

Support purchased after the 90-day grace period may be subject to reinstatement fees from the date of Software purchase.

1.2.2 Decommissioned Products will be put into an Inactive status in Cisco's database.

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1.2.3 Decommissioned Products may be subject to reinstatement fees before being added to Support.

1.3 Software Relicensing: Where the current owner of the Product is not the licensed end user, relicensing fees may be required prior to the initiation of the reinstatement process.

1.4 Inspection: Where there is a lapse in Support of ninety (90) days or more, an inspection and associated fees may be required prior to initiation of the reinstatement process.

1.5 Reinstatement Fee: A reinstatement fee may be required in order to add or renew Support. The reinstatement fee is non-refundable fee and does not apply to the purchase of any Support.

1.6 Last Day of Support (LDoS).

1.6.1 No reinstatement of Support will be allowed after Last Day of Support. Please check services availability on the [Cisco End-of-Sales and End-of-Life Product](#) website for details.

1.6.2 Renewal beyond the End of Sale announcement for a product with a defined migration path is not encouraged and the reinstatement of such products will not be allowed. When End of Sale for a product or service has been announced and a migration path defined, if the end of term of a subscription or service contract for that product is reached without it being renewed on time it will not be eligible for reinstatement.

1.7 Support Eligibility:

Products where the above inspection, Software License and reinstatement requirements have been met will be eligible to purchase Support on the then current Global Price List, subject to regional availability.

Questions?

Any questions or comments regarding this Support Reinstatement Policy should be sent to support_reinstatement@cisco.com