Cisco Developer Network

Cisco Developer Network Support
Data Sheet

CDN provides online community support through forums, Frequently Asked Questions, sample scripts, and other self help tools. For development issues and questions that cannot be addressed through these services, CDN also offers members the ability to open support cases with our development engineering team utilizing Cisco's case tracking application.

CDN Support Benefits:

- A CDN Support contract number that entitles support cases to be opened in the TAC Service Request Tool.
- Contract-specific entitlement to open developer support cases for CDN Technology Center interfaces.
  (Entitlement does NOT include Cisco core product or software support.)

NOTE:

- Additional support case packs can be purchased as needed.
- Renew your membership and any unused cases will be rolled over into the next annual term.
- Any case that is identified by developer support as a defect (bug) within the Cisco product will not be applied to the available case balance.

Service Level Commitments:

- Services are available during standard business hours only.
- We commit to an initial response time only:

	Severity 1	Severity 2	Severity 3	Severity 4
Initial Response	4 Hours	1 Day	1.5 Days	2 days

Questions? Check our Support Frequently asked Questions, or email cisco-developer-network@cisco.com.

This service is included in the CDN Technology Partner memberships. For CDN community members who are not Technology Partners, this service is available as a fee-based subscription.

Subscription Fee:

- US/EMEA/Canada: Annual membership fee is $2,000.00
- Japan/Asia Pacific/Emerging Markets: Annual membership fee is $500.00
- Includes 3 support cases

Engagement Process for CDN Community Members:

1. Access the CDN Support web site
2. Accept the CDN Support Agreement
3. Download the appropriate quote form
4. Submit the completed form and purchase order per the instructions on the quote cover page

Upon completing of order processing, an email will be sent to the identified contact with the CDN support contract number and instructions on how to engage with our support teams.