

Cisco Service Contract Information

Please ensure that your Cisco.com (CCO) ID contains the Air Force JELA contract number listed below. Please email AFcco@cisco.com for assistance.

Contract	Contract Type	Start Date	End Date
95960942	JELA	18 Sep 2016	17 Jun 2017

Recommended Options to Open Service Requests with Cisco TAC

In order to expedite issue resolution and better use your Cisco resources, the following options are recommended when opening service requests:

Severity Level	Recommended Option
Severity 1 (S1) and Severity 2 (S2)	By phone: Call the Technical Assistance Center to open your service request at: 800-553-2447, Option 1 Hand-off to engineer - the customer is required to be available in person to hand-off to a Cisco engineer
Severity 3 (S3) and Severity 4 (S4)	By website: Open your service request using the online tool https://mycase.cloudapps.cisco.com/case

Information Needed to Open a Service Request

When opening a service request (by phone or website), make sure you have the following information available:

- Your Cisco.com ID and contact information (full name)
- The severity of your service request
- Your preferred contact method (email, phone number)
- JELA Contract number 95960942 and your device Serial Number
- Description of your issue (symptoms, business impact, technology)
- Site information (for verification purposes)
- Details on the troubleshooting steps you have taken
- Output from logs, captures, and other relevant outputs

Severity Levels

- **Severity 1 (S1):** Network or environment is down or there is a critical impact to your business operations. You and Cisco both will commit full-time resources to resolve.
- **Severity 2 (S2):** Operation of an existing network or environment is severely degraded. You and Cisco both will commit full-time resources during standard business hours to resolve the situation.
- **Severity 3 (S3):** Operational performance of your network or environment is impaired. You and Cisco both commit resources during standard business hours to resolve.
- **Severity 4 (S4):** Information is required on Cisco product capabilities, installation, or configuration. There is little or no impact on your business operations.

Case Escalation Procedure

If a case is not progressing adequately or the quality of service is not satisfactory, we encourage you to escalate the case following the process below.

During business hours (8:00 AM – 5:00 PM ET): Call TAC at 1-800-553-2447 and request that severity be raised to S1/S2. Contact the JELA HTOM Team at AFHTOM@cisco.com.

After business hours including weekends:

Call TAC at 1-800-553-2447 and ask to have your case severity raised to S1/S2. You may also request the on-shift Duty Manager or reach out directly to the On call US Public Sector HTOM by sending a brief message to gsghtom@epage.cisco.com.

Cisco Air Force JELA Support Portal:

<https://gs-pubtools.cisco.com/awiki/> (When Available)

Downloading Software

Software updates and upgrades may be downloaded at:

<https://software.cisco.com/download/>

Accessing Online Tools

http://www.cisco.com/en/US/support/tsd_most_requested_tools.html

Software Maintenance

Software maintenance for all products (SAS, SASU, SWSS) are now included in the JELA. End of Life (EoL) versions of software are not covered by the JELA. EoL software will need to be upgraded to a current supported release to be eligible for coverage under the USAF JELA contract.

Your Cisco Team AFHTOM@cisco.com

Contact Name	Role	Email	Phone
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