Air Force (AF) - Cisco Joint Enterprise Level Agreement (JELA)

Frequently Asked Questions

1. **Q**. What is the Cisco JELA?
   A. The Cisco AF-JELA, awarded on 21 Sep 2016, consolidated over 2,100 contracts across the Air Force to provide SMARTnet maintenance and support to 100% of all existing and new Cisco-branded hardware and software, to include Tandberg, IronPort, and Sourcefire. The base year ends on 17 Jun 2017, and Periods of Performance continue in 1-year increments thereafter for two options years (18 Jun 2017-17 Jun 2018; 18 Jun 2018-17 Jun 2019).

2. **Q**. Who is covered under the Cisco JELA?
   A. All MAJCOMs, to include Air Force Reserve and Air National Guard, Headquarters Air Force, and Joint Staff. COCOMs in which the Air Force is the executive agent, which include CENTCOM, NORTHCOM, STRATCOM, and TRANSCOM are also part of the Cisco JELA. Excluded are Medical Commands, Battlefield Information Collection and Exploitation Systems (BICES), SOCOM, and AFCENT.

3. **Q**. How do I open a ticket for support from Cisco?
   A. Prior to having access to the JELA contract, users are required to associate their CCO (Cisco Connection Online) CCO IDs or create one by submitting an email to AFcco@cisco.com. Only those users with an email ending in ".mil" will be allowed access. Tickets can be submitted via phone (800-553-2447, Option 1) or website (https://mycase.cloudapps.cisco.com/case). **IMPORTANT**: When opening a ticket, ONLY the Cisco contract number **95960942** must be referenced so Cisco can immediately correlate it to the JELA. Instructions on how to open a service request can also be found in the Air Force – JELA Quick Reference Guide (QRG) which was provided to all MAJCOM Software License Management representatives.

4. **Q**. My unit is currently under a Cisco SMARTnet contract that overlaps with the Cisco JELA and expires before 17 Jun 2017, should I renew it?
   A. No, effective 21 Sep 2016, the Air Force Chief Information Officer, Lt Gen Bender, directed a moratorium on all new and renewal contract actions for Cisco SMARTnet. The Cisco JELA supersedes all active individual SMARTnet contracts and supports 100% of current and future hardware and software support.

5. **Q.** How do I know if my Cisco equipment is covered under the JELA?
   A. The best way is to ensure all current and future purchases are covered is to register them in AFEMS-AIM. Since the JELA covers 100% of Cisco equipment, use the Cisco Contract number **95960942** to open a Technical Assistance Center (TAC) case and during that process Cisco will capture your Serial Number and add it to the Inventory Collection and Reporting System. Access information about this system will be provided in future updates.

6. **Q**. Is the AF paying extra for individual Cisco SMARTnet contracts that overlap with the Cisco JELA?
    A. No, SAF/CIO-A6 worked with Cisco to identify active SMARTnet contracts and those amounts will be credited to the overall AF corporate bill in June 2017 for Option Year 1.

7. **Q**. Under my current Cisco SMARTnet contract, I have Cisco assets that are entitled to 4-hour hardware replacement. Does moving to the Cisco JELA mean I will lose this capability?
    A. No, all hardware in the initial AF install base that was under an active 24x7x4 contract will be automatically rolled into and continue the same level of support under the JELA.

8. **Q**. Who funded the Cisco JELA?
    A. The base year of the Cisco JELA (21 Sep 2016 to 17 Jun 2017) was funded through the AF corporate process, with the exception of select components governed by appropriation policy. Funding for the remaining options years are to be determined.

9. **Q**. Does the Cisco JELA change the way we acquire Cisco-branded hardware and software?
    A. No, units should continue purchasing through NETCENTS-2 (https://www.afway.af.mil) and properly be accounted for in AFEMS-AIM. Please ensure that SMARTnet support is not part of any procurement of Cisco-branded hardware and software.

10. **Q**. Are annual software licenses covered under the JELA?
    A. No, the Cisco JELA only covers the maintenance, support, and upgrades (Software Advanced Support (SAS), Software Advanced Support and Upgrades (SASU) and Software Service Support (SWSS) of that license. It does not provide or renew software licenses.

11. **Q**. Where can I download software updates for my Cisco-branded hardware?
    A. Software updates and upgrades may be downloaded at:
        https://software.cisco.com/download

12. **Q.** Where can I find the type of software that is supported under the Cisco JELA?
    A. A list of software can be found in the link above. End of Life (EoL) versions of software are not covered by the Cisco JELA. If the software version is EoL, the upgrade must be purchased in order to be supported by the JELA.

13. **Q.** Are software licenses covered for software like Cisco Modeling Lab (CML), Cisco Secure Access Control Server (Secure ACS), and Cisco Unified Workspace Licensing (CUWL) licenses for Voice over Internet Protocol (VoIP) users on our Unified Call Manager?
    A. Maintenance for software licenses, not the cost of the licenses is provided by the JELA. This covers upgrades of licensed software on all Cisco hardware and licenses as long as the hardware and licensed software is not EoL. If the software license is EoL, a new supported version must be procured which would then be eligible for JELA coverage.

14. **Q**. What software products are associated with SAS, SASU, and SWSS?
    A. All software is supported through these support levels.

15. **Q**. Does the JELA cover support for Cisco software and Cisco Access Control Server (ACS)?

A. Yes, the JELA covers all software support and upgrades of licensed software as long as the licensed software is not End of Life. If the software license is EoL, a new supported version must be procured which would then be eligible for JELA coverage.