



Please ensure that your Cisco Connection Online (CCO) ID is associated to **Cisco GEMSS Contract # 204215489**  
Option year end date is April 23, 2025. Please contact [donhtom@cisco.com](mailto:donhtom@cisco.com) for assistance.

## GEMSS Program

### What is it?

The Cisco GEMSS (Global Enterprise Modernization Software and Support) is a modernized support contract that expands the Navy's access to technical services and enables them to consume unlimited software and licenses for Cisco routing, switching, and wireless technology.

### What is included?

#### Software

Cisco Commercial off-the-shelf (COTS) Networking Enterprise Agreement. See software details to the right for further information.

#### Support

Cisco Smart Net Total Care (SNTC) support. See support details to the right for further information.

#### Advanced Services

Cisco Advance Services (AS) delivered by appropriately cleared Cisco operations managers and advanced services resources. See Cisco AS details below.

## Software Covered

The Cisco enterprise agreement gives the Navy the ability to consume unlimited Cisco software for the following technologies.

### DNA Advantage for Routing

Includes traditional features that are being used today in addition to Software Defined functionality.

### DNA Advantage for Switching

Includes traditional features while adding software defined access, automation and provisioning, enhanced security, and analytics.

### DNA Advantage for Wireless

Location based services, automated on-boarding, secure access.

### Network Management

Access to centralized software for management and automation.

## Downloading Cisco Software

To access software, a user must have a cisco.com account registered with their navy.mil email address. All software can be consumed through [software.cisco.com](https://software.cisco.com).

For entitlement, a customer must associate their cisco.com account with the correct contract number. This can be done by contacting [donhtom@cisco.com](mailto:donhtom@cisco.com).

\* Software works best when accompanied by DNA Center

## Advanced Services

### High Touch Operations Management (HTOM)

Cisco single point of contact for all support assistance, prioritization and management within this contract.

### High Touch Technical Support (HTTS)

Personalized, high touch support, expedited routing and call-handling with limited after-hours on-call support. Ability to transmit and receive classified information via SIPR and VOSIP. Note: Most technologies are supported 8:00 a.m.– 8:00 p.m. (Eastern).

### Advanced Services Resources

Four (4) dedicated Cisco resources to support design, implementation, delivery and management of the Cisco environment.

## Support

### Smart Net Total Care & Software Support Services

Unlimited 24/7/365 Smart Net Total Care (SNTC)

### Technical Support (Smart Net Total Care)

Unlimited 24/7/365 Smart Net Total Care (SNTC) support for all Department of Navy-owned Cisco-branded hardware and software and SWSS-eligible application.

The entire installed base is covered at the same level and does not include 4-hour hardware replacement windows.

### Asset Management

Cisco resources to create, maintain, and document Cisco hardware, software and all license requirements.

See next page for detail on how to access licensing and technical support.



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## Accessing Licensing

### Request Process

#### Existing Products: Licenses and Training

For existing products that require licenses, users will need to request the licenses using [donlicensing@external.cisco.com](mailto:donlicensing@external.cisco.com).

Users must provide the following:

1. Hardware Product Model
2. UIC and BSO for smart account provisioning
3. Quantity of licenses requested
4. For SDWAN routing licenses, include bandwidth tier (15M, 100M, 1GB, 10GB)

#### New Product Purchases

New Cisco hardware platforms come bundled with software licenses and support. At the time of purchase, to remove the cost of these items, procurements must be associated with the correct smart account. To take advantage of the EA, you will need to provide contract-ing with the following information:

1. Smart Account Name: Department of Navy – navy.mil
2. Smart Account Domain: navy.mil
3. Virtual Account: UIC or BSO

### Accessing Licenses

To access software licenses, customers must have their cisco.com account associated with the “navy.mil” smart account. Customers can gain access to the correct smart account by:

1. Contacting [donlicensing@external.cisco.com](mailto:donlicensing@external.cisco.com) and providing the following information.
  - Cisco.com userID
  - Navy BSO
  - Navy UIC
2. Submitting a request through software. cisco.com using the “Existing Account” or “New Account” request link.

The account domain identifier will be “navy.mil” and in the “Reason for Request” box, users will need to provide their UIC and BSO information.

## Accessing Technical Support

### Smart Net Total Care

Unlimited 24/7/365 Smart Net Total Care (SNTC) support for all Department of Navy-owned Cisco-branded hardware and software and SWSS-eligible application software. Use this as the first option for any existing Cisco product or service issues.

### How to Open Service Requests with Cisco TAC

#### Priority Levels 1 and 2

1. Call the Technical Assistance Center at 800-553-2447, Option 1
2. Live Customer Hand-off to a Cisco engineer

#### Priority Levels 3 and 4

Open your service request using the online tool:  
<https://mycase.cloudapps.cisco.com/case>

#### Information Needed to Open a Service Request

1. Your Cisco.com ID and contact information (full name)
2. Priority of your service request (see Priority Levels listed below)
3. Preferred contact method (email, phone number)
4. GEMSS Contract #204215489 and device serial number
5. Description of your issue (symptoms, business impact, technology)
6. Site information (for verification purposes)
7. Details on troubleshooting steps you have taken

### Priority Levels

**Priority 1 (P1):** 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 the situation.

**Priority 2 (P2):** 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.

**Priority 3 (P3):** Operational performance of your network or environment is impaired. You and Cisco both commit resources during standard business hours to resolve.

**Priority 4 (P4):** 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, you may escalate the case.**

**During normal business hours (8 a.m.–8 p.m. Eastern):** Contact Cisco TAC at 1-800-553-2447 and request your service request be raised to Priority Level 1 or 2. If at any time you need assistance during this process, please contact your HTOM directly (via phone) or the HTOM Team at [donhtom@cisco.com](mailto:donhtom@cisco.com).

**Outside normal business hours (including weekends/holidays):** Contact Cisco TAC at 1-800-553-2447 and ask to raise your service request to Priority Level 1 or 2. The on-shift TAC Duty Manager can be engaged at this time or email the on-call U.S. Public Sector HTOM at: [gsghtom@epage.cisco.com](mailto:gsghtom@epage.cisco.com)