



Service Description: Cisco Tidal Solution Connector Support Service

This document describes the Cisco Tidal Solution Connector Support Service.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

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Service Summary

The Cisco Tidal Solution Connector Support Service provides post-implementation technical assistance for Software furnished under a separate statement of work ("SOW") between Cisco and Customer for Cisco Tidal Deployment Service for Tidal Enterprise Scheduler. Software is referred to hereafter as Solution Connector code or SC Code.

Cisco Tidal Solution Connector Support Service

Cisco shall provide the Cisco Tidal Solution Connector Support Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Cisco Responsibilities

Cisco will provide these Services through the duration written in the Quote. Services are provided during Standard Business Hours, unless stated otherwise.

Post implementation technical assistance ("Technical Assistance") includes the following:

- **Advisory Support:** Cisco will provide advisory consultation and expertise to assist Customer with improving its implementation, use and/or optimization of the SC Code or integration of any Cisco furnished upgrade of the SC Code.
- **Error Resolution Assistance:** Upon receipt of an error report from Customer containing a detailed description of the nature of the defect or error in the SC Code, the conditions under which it occurs and other relevant information sufficient to enable Cisco to reproduce the error in order to verify its existence and diagnose its cause, Cisco will use reasonable commercial efforts to furnish Customer an avoidance procedure, bypass, work-around or patch to correct or alleviate the condition reported.

Customer Responsibilities

The provision of the Services assumes that the Customer will:

- Appoint a single technically qualified individual to be Customer's designated point of contact ("POC") for making error reports to Cisco, being Customer's liaison to Cisco for all communications concerning same and the individual to whom corrections or patches are sent.
- Notify Cisco promptly of errors by telephone and follow-up telephone notice with a written e-mail or fax in such form and format as Cisco shall reasonably specify.
- Provide access to Customers Enterprise Resource Planning ("ERP") operating environment (either remotely or on-site) and sufficient support and test time on Customer's system to allow Cisco to troubleshoot and duplicate the error and verify if it originates in unmodified SC Code, and when corrections are complete, acknowledge that the error has been resolved.
- If Cisco elects to provide Technical Assistance at Customer site, allow Cisco access, subject to Customer's site security and safety procedures, to Customer's equipment and communication facilities during normal business hours, provide Cisco

reasonable assistance as requested and ensure that a Customer employee is present.

- When reporting an error to Cisco, Customer shall do so by submitting to Cisco:
 - General information, including: POC's name; POC's phone number; the operating environment Customer is using, including Authorized Computer, Platform and database system – all with version numbers.
 - A detailed description of the error and the conditions under which it occurs.
 - A sample application, test case or data files, which when executed in conjunction with the SC Code, clearly illustrates the error originates with the unmodified SC Code

Exclusions

Technical assistance does not include services for any failure or error in the SC code caused by any of the following:

- Improper use, abuse, misuse, accident or neglect; or repairs, alterations, damage of the SC Code which are performed other than by Cisco;
- Malfunction or modification of Hardware or Software not obtained from Cisco;
- Use of the SC Code on a computing platform other than upon which it was initially installed and/or any changes to the operating environment in which the SC Code was first configured under the SOW.
- Customer's failure to maintain configuration environment, i.e. prerequisite or co-requisite items specified in Cisco's documentation as necessary for use with the SC Code.