



Service Description: Cisco Secure Agile Exchange Lifecycle Management Service

Service Description: This document describes Cisco's Subscription Offering of Secure Agile Exchange (SAE) Lifecycle Management Service.

Incorporation by Reference: The [Glossary of Terms](#), [List of Services Not Covered](#) and [Severity and Escalation Guidelines](#) posted at www.cisco.com/go/servicedescriptions/ are incorporated by reference into this Service Description.

If you purchased the Services directly from Cisco, your **Master Agreement** (as defined in the Glossary of Terms identified above) is also incorporated by reference. If there is a conflict between this Service Description and any of the documents listed above, then this Service Description governs such conflict.

If you purchased the Services through a Cisco Authorized Reseller then your contract, if any, is between you and your Cisco Authorized Reseller. As such, this Service Description is for informational purposes only and is not a contract between you and Cisco. Your Cisco Authorized Reseller should provide you with a copy of this Service Description and related documents, or you can obtain a copy at www.cisco.com/go/servicedescriptions/.

This Service is for Customer-hosted, on-premises deployment only. This Service is intended to supplement a current support agreement for Cisco Products and is only available if all Products in Customer's Network are supported by a minimum of core services such as Smart Net Total Care or SP Base. If available, Cisco will provide the Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco will provide a Quote for Services ("Quote") setting out the extent and duration of the Services. Cisco requires a Purchase Order referencing a valid and agreed-upon Cisco Quote.

General Cisco Responsibilities

- Cisco Lifecycle Management Service for SAE consists of the Services described below, which Cisco shall provide for the Customer's SAE Infrastructure during Standard Business Hours.
- Cisco is not responsible for providing any software licenses as part of this Service, including any Updates or upgrades. References to updating software herein are limited to the service of

updating and not providing or making available the Updated software.

- Cisco will use commercially reasonable efforts to materially comply with Customer's reasonable security policies, as applicable, provided that such policies do not conflict with Cisco's policies, amend or conflict with any applicable Cisco agreement or this Service Description, or cause Cisco to incur materially increased risks or costs to comply with such policies.
- Services are delivered remotely unless otherwise expressly stated in this Service Description.

General Customer Responsibilities

- Provide relevant and valid software licenses, including without limitation licenses for any Updates described herein.
- Provide sufficient network bandwidth and latency.
- Provide a routable network.
- Provide network troubleshooting support to facilitate the identification and remediation of the root cause issues in the event of service interruption or disruption.
- If On Site work is to be performed, provide the appropriate facility access such that Cisco can properly operate the system.
- Customer will promptly supply Cisco with reasonably requested and necessary technical data (e.g. network diagrams) and other information to allow Cisco to provide the Services in a timely manner.
- Customer will be responsible for managing all third-party products and/or services that are not in the scope of Services.
- Provide information about Customer's standard operating procedures related to business practices, its internal operational nomenclature, to allow Cisco to effectively communicate and discuss changes with Customer in the context of Customer's business environment.
- In the event the number of SAE systems within scope are altered after the Services selected under this Service Description have become effective, Customer is responsible to notify Cisco in writing within ten (10) days of the change. Cisco may require modifications to the fee if the SAE composition has increased beyond the original pricing quote for Services.
- Provide information about operational and change management processes.
- Provide information about maintenance windows and any other constraints.

- Provide relevant and valid software licenses.

Exclusions

Products and services that are not described in this Service Description are not part of the Services, including, but not limited to, the following examples:

- Internet connectivity or any equipment necessary to establish such connectivity.
- Services or software to resolve any Incidents or Problems resulting from a third party product or causes beyond Cisco's control unless specified otherwise in the applicable Ordering Document(s).
- Maintenance on any third-party hardware or software that is not provided by Cisco.
- Hardware upgrades unless expressly referenced in this Service Description.
- Migration services.
- Unless otherwise expressly agreed, all Services will be provided in English.

Lifecycle Management Services

1. Software Updates that Customer may be otherwise entitled to for Cisco Software installed and running on the following Cisco-supplied hardware purchased by Customer: KVM, NSO, ESC, CFP, and CSRv.
2. Proactive Updates for Cisco and Third party supplied Virtual Network Functions software (VNFs). Customer must supply and be licensed by such Third Party to update the Third Party VNFs.
3. Periodic backup and restore for the Cisco Cloud Service platform (CSP), Cisco N9K switches, and Cisco-provided Edge routers.

1. Software Update Plan for Cisco-Supplied Software for SAE

Cisco will review the current software implementation, develop plan to apply Minor Release and Major Release Updates to software supplied by Cisco and purchased by Customer, including but not limited to NSO, ESC, CFP, and CSRv.

Cisco Responsibilities

- Validate and document anticipated software Update path
- Collaborate with Customer to evaluate the potential impact of the proposed software changes.

- Review implementation procedures and provide remote assistance for Customer to resolve problems during software release Updates.
- Provide a test plan for the Updated software before they are rolled into the production environment.
- Perform validation test plan and Update test report.

Customer Responsibilities

In addition to the General Responsibilities, Customer shall:

- Review software Update plan provided by Cisco and provide agreement with its recommendations
- Collaborate with Cisco to evaluate the potential impact of the proposed software changes.
- Advise Cisco of any problems as a result of the planned software upgrades.
- Where necessary and previously agreed, provide appropriate test environment and relevant hardware and software.
- Ensure correct setup of the testing environment, including installation and configuration of supported and recommended software.
- Review test plan provided by Cisco and provide agreement to its recommendations.
- Review test report supplied by Cisco.

Deliverables

- Validated software Update plan
- Software Test plan
- As-built document with software release notes

2. Update Plans for Cisco and third-party VNFs

Cisco will review the current VNF implementation and develop a plan to apply release Updates to VNFs supplied by Cisco and update releases from validated third-party suppliers that are available to Customer. Note that the following Services are only available to Customers who have previously engaged Cisco Services in a Transactional engagement that includes SAE solution implementation and/or testing.

Cisco Responsibilities

- Validate and document anticipated VNF Updates.
- Collaborate with Customer to evaluate the potential impact of the proposed VNF changes.

- Review implementation procedures and provide remote assistance for Customer to resolve problems during VNF release updates.
- Provide a test plan, including providing advice, guidance and recommendations on best practices, for the Updated VNFs before they are rolled into the production environment, including creation of appropriate test cases
- Perform validation test plan and update test report.

- Create Service Request for backup or restore of content.

Deliverables

- Quarterly report of backup and restore activities.

Customer Responsibilities

In addition to the General Responsibilities, Customer shall:

- Review VNF Update plan provided by Cisco and provide agreement with its recommendations
- Collaborate with Cisco to evaluate the potential impact of the proposed VNF changes.
- Advise Cisco of any problems as a result of the planned VNF Updates.
- Review VNF test plan provided by Cisco and provide agreement to its recommendations.
- Review VNF test report supplied by Cisco.

Deliverables

- Validated VNF Updates plan
- VNF Test plan
- As-built document with updated VNF release notes

3. Data Retention Services

This Service provides data retention and business continuity services via system backup and restore.

Cisco Responsibilities

- Installation of data retention software and its agent on the Cloud Service Platform (CSP).
- Verifying backups are valid and useable.
- Create a backup in response to a service request.
- Monitor the continuous operation of data retention services.
- Backup data in response to a service request.
- Restore data in response to a service request.

Customer Responsibilities

- Identify and provide access to backup location.