



Services Not Covered

Services that are not expressly set forth in the applicable Service Description document are not covered under such Services Description including, without limitation, the following:

- Services are only provided for generally available Products and Software releases/versions, unless agreed otherwise.
- Any customization of, or labor to install, Software and Hardware (including installation of Updates).
- Furnishing of supplies, accessories or the replacement of expendable parts (e.g., cables, blower assemblies, power cords, and rack mounting kits).
- Electrical or site work external to the Products.
- Any expenses incurred to visit End User's location, except as required during escalation of problems by Cisco.
- Service for Hardware that is installed outdoors or that is installed indoors but requires special equipment to perform such Service.
- Hardware replacement in quantities greater than three (3) FRUs, including those replacements due to pervasive issues documented in an engineering change notice or field alert unless End User has troubleshoot failed Hardware down to the FRU level.
- Services performed at domestic residences.
- Support or replacement of Product that is altered, modified, mishandled, destroyed or damaged by one or more of the following: (i) natural causes; (ii) environmental failures; (iii) your failure to take any required actions; (iv) a negligent or wilful act or omission by you or use by you other than as specified in the applicable Cisco-supplied documentation; or (v) an act or omission of a third party.
- Services or software to resolve Software or Hardware problems resulting from third party product or causes beyond Cisco's control or failure to perform your responsibilities set out in this document.
- Services for non-Cisco Software installed on any Cisco Product.
- Any Hardware or third party product upgrade required to run new or updated Software.
- Additional Services are provided at the then-current time and materials rates.
- Except as otherwise agreed, Software entitlement, including media, documentation, binary code, source code or access in electronic or other form is not provided. In addition, except as otherwise provided, no right, use or license to our Software is granted and you acknowledge and agree that you obtain no such rights.

The non entitlement policies posted at http://www.cisco.com/en/US/products/prod_warranties_listing.html are incorporated into this Agreement.

Capitalized terms are defined in the [Glossary of Terms](#).