



Remote Management Service Glossary of Terms

Access Downtime means time periods where the Cisco NOC is unable to perform Incident-Management processes because the Cisco NOC or vendor dispatched by the Cisco NOC is unable to access the site or Managed Component.

Active Telephone Count means any active telephone number or extension registered with a supported CallManager. These can be Cisco-approved IP Phones, modems, analog phones or FAX machines connected through gateways, registered wireless IP Phones, or soft phones. In general, each counted phone is associated with a MAC address.

Agreement means the Cisco Remote Management Services Agreement and all Appendices thereto including, without limitation, Appendix 1-Glossary of Terms, Appendix 2-Limited Warranty and Disclaimer for Remote Management Services, Appendix 3-Letter of Agency, and the Service Descriptions.

Analog Telephony Devices means devices such as fax machines, modems, and analog phones connected to FXS or gateway ports and that require call processing by a managed CallManager.

Auto Close means an automated action, performed by the management tools, where a specified Ticket is closed after a set period of time without any further action (See "Ticket").

Carrier means a provider of data transport services.

Change Management Process means the process used by the NOC to receive, authorize, execute, and communicate changes to Managed Components, as described in Section 3.4 of the [Cisco Remote IT-Infrastructure Management Services](#) description.

Cisco means Cisco Systems, Inc., a California corporation having its principal place of business at 170 West Tasman Drive, San Jose, California 95134.

Cisco DPA for Non-Unity Voicemail (DPA) means a device required to interface a legacy voicemail system with CallManagers.

Confidential Information means proprietary and Confidential Information received by Cisco or Customer in connection with the Agreement and their relationship. Such Confidential Information may include, but is not limited to, trade secrets, know how, inventions, techniques, processes, programs, schematics, software source documents, data, Customer lists, financial information, and sales and marketing plans or information which the receiving party knows or has

reason to know is confidential, proprietary or trade secret information of the disclosing party.

CRD means Customer Request Date.

CSO means a written/sealed or electronic order from Customer to Cisco for the Services to be provided by Cisco under this Agreement.

Customer means the entity purchasing Services for its own internal use either directly or through an Authorized Channel.

DBU means dial back up.

Downtime means any time a Managed Component is not available to perform normal services, according to the Cisco Remote Management Services Incident monitoring tools.

Due Date means the day that payment for both recurring and non-recurring Services is due, which is within thirty (30) days of receipt of the invoice by Customer.

E-notification means the act of sending notification of Incidents and the status of Tickets by electronic means.

Expedite Fee means charges paid by the Customer to Cisco to perform Customer requested changes without the change lead-time. Expedited Customer requested changes can always be cancelled or changed; however, the Customer will still be responsible for half of the Expedite Fee, unless the cancellation was due to circumstances beyond their control.

High Risk Activities means on-line control equipment in environments requiring fail-safe performance, such as in the operation of nuclear facilities, aircraft navigation or aircraft communication systems, air traffic control, direct life support machines or weapons systems, in which the failure of the Products or Services could lead directly to death, personal injury, or severe physical or environmental damage.

IOS means Internet Operating System.

IP Communications (IPC) means the functionality of providing traditional voice services, to include but not limited to, phones calls, convergence calls, or voicemail services, over an IP enabled network.

IP Communications Applications means applications such as CallManager, Unity voicemail, Conference Connection, Personal Assistant, and IP Call Center that enable Cisco to provide IP voice-communications solutions.

IP Soft Phone means an application that runs on a desktop, enables telephony functionality, and requires call processing by a managed CallManager.

IP Telephones means physical telephones that connect to the infrastructure through Ethernet and require call processing by a managed CallManager.

IPT CallManager Servers (CallManager) means servers whose software application controls the telephony functions of a site that they are connected to. The devices may be stand-alone servers or modules in a multi-function chassis.

IPT LAN Device (switches) means LAN or router switch modules with Ethernet ports that can be reached via a remote-management channel and supports AVVID voice or video over IP functions.

IP Telephony (IPT) Management Service means a suite of remote services that allow for the management, Incident detection, Incident resolution, and configuration of approved IP Telephony devices at an IPT-managed site. This list of devices includes, but is not limited to means routers, switches, voice gateways, and designated Cisco IP-Telephony servers and their applications.

IPT Toll Bypass Device (routers) means a router or router-like device connected to an Ethernet port at a managed IPT site that provides for voice-over-IP connections across a WAN. The WAN transport could be by ATM, Frame Relay, Private Line or Packet over Sonet. The Toll Bypass Device may be a stand-alone device, or a WAN access module in a switch or multifunction chassis.

IPT Voice Gateway (Voice Gateway) means a device connected to an Ethernet port at a managed IPT Site that provides IP-based access to digital or analog trunks on the PSTN network under the control of the AVVID CallManager. The Voice Gateway may be a stand-alone device, a PSTN access module in a multifunction chassis, or a PSTN module in an IPT LAN switch.

Incident means any event that is not part of the standard operation of a service and that causes or may cause an interruption to, or reduction in, the quality of that service.

IT means Information Technology.

Layer 3 means the third layer of the OSI model, also referred to as the "network layer."

Letter of Agency means a letter which authorizes Cisco to act as the Customer's agent for purposes of ordering, facilitating, tracking and/or providing services with Carriers, maintenance contract providers, and other general-service providers.

Logical Add means the addition of software components in a managed application, such as CallManager, PIX, CSIDS or screening router. An example of this would be a new telephone/user added to a CallManager or loading a new signature pack on the CSIDS.

Logical Change means the modification of software components in a managed application, such as CallManager or Firewall. An example of this would be the addition of a firewall rule in a Firewall.

MACDU means Moves, Adds, Changes, Deletions and Updates.

Managed Component means an element for which remote IT-infrastructure management services are provided by Cisco.

Managed Incident means an Incident for which the NOC provides resolution services.

Managed IPT Link Interface means any interface on a managed IPT device that is connected to an interface on another managed IPT device or a managed device under any other Cisco service offering.

Managed IPT Port Interface means port interfaces for devices, such as servers, that are connected to Managed IPT Devices.

Managed IPT Site means at least one IP telephone or Soft IP phone application that is associated with two or more redundant CallManager servers either at the managed IPT site or at another managed site connected via a Cisco-managed WAN. Each site typically will have at least one analog or digital voice gateway to the Public Switched Telephone Network (PSTN), at least one LAN switch with Ethernet ports, and at least one WAN router function with or without IP Toll Bypass capability. An IPT site may be a single location or a campus environment provided that all of the connected devices and phones are connected by LAN links at 100 Megabits per second or higher. If a phone or device reaches a call manager or gateway through a router or over a WAN connection, then that phone or device is deemed to be at a different site.

Move means any activity where a Managed Component is physically relocated to a new location. When moves occur, Cisco must update records so that vendor dispatches are directed to the correct location.

Activity that relocates Managed Components inside the same physical address are not considered moves if the Managed Components can be placed in their new location, powered on, and resume normal functionality without the interaction of Cisco Remote Management Services. These activities are considered scheduled maintenance.

Network means a set of interconnected and interworking Cisco supported hardware and software that is implemented, operated, and supported by Customer from a single network operations center (NOC).

Network Availability means the percentage of time that the Network is available to perform normal services, according to the Cisco Remote Management Services Incident monitoring tools.

Network Component means a device or link that makes up part of a network.

NOC means the Cisco Network Operations Center, the organization that performs management duties on Customer networks.

Non-Managed Component means any element for which management services is not provided by Cisco.

Non-Managed Incident means an Incident for which the NOC does not provide resolution services.

Non-Managed IPT Components means any components not specified as Managed Components, including but not limited to Customer-premise wiring, cabling, intermediate distribution frames (IDF), IP telephones, and Analog Telephony Devices.

Non-Managed IPT Interface means an interface on a managed IPT device that is not a managed IPT link interface or managed IPT port interface. These are connected to non-managed devices such as hubs, printers, PCs or IP telephones. IP telephones and Soft IP phones may be connected to any Ethernet IPT port interface on a managed IPT LAN device.

OSI means the Open System Interconnection Reference Model.

Partner means the business that sold Cisco management to the Customer.

Physical Add means the addition of new hardware at a managed location, such as a new switch, firewall, log host, IDS or router.

Physical Change means the modification of a managed device due to the installation of new hardware, such as a new network module.

Physical Delete means the removal of a managed device from active management/polling.

The Portal means the online Web user interface supplied for Customers and Partners to receive and submit information to and from the NOC.

Problem means the underlying cause of one or more Incidents.

Product means both Cisco Hardware and/or Software.

PSTN means Public Switched Telephone Network.

PVC means Private Virtual Circuit.

Service Description means Cisco will provide the Services and perform the Cisco responsibilities described in the standard Cisco Service Description located at www.cisco.com/go/servicedescriptions/ (or such other location of which Cisco may notify Customer from time to time).

Service Request means any request for service, as related to the Cisco Service Agreement, made by the

Customer or Partner, in electronic format (submitted via the Portal).

Service Term means the term for the Services as stated on the CSO.

Services means Cisco Remote Management Service.

SLA means Service Level Agreement.

Ticket means the tracking mechanism for Incidents and service requests within the NOC. The NOC activities are detailed within the Ticket that contains the complete history of record for an Incident or service request.

Turnaround Time means the total duration from the receipt of a change request to the completion of the change.

Unity Servers means servers whose software application provides voicemail services in an IP-Telephony infrastructure. These devices may be stand-alone servers or modules in a multi-function chassis. The Unity Server is supported in 3 different configurations as defined below.

Unity Unified Messaging On-Box Exchange Server means a configuration where the Unity server provides voicemail services and the ability to receive these messages via email. Subscribers can check messages by phone or by email. The email server must be installed on the Unity Server in this configuration, and the email application is only supported if used only for voice mail messages.

Unity Unified Messaging with Existing Exchange Server means a configuration where the Unity system handles voice messages only and stores them on other Exchange servers. Because of the complexity of this environment, it must be reviewed on an individual-case basis and will have additional charges associated with the support based upon the configuration.

Unity Voice Messaging only means a configuration where the Unity server provides voicemail or auto attendant services. The Unity server must be connected to the LAN for administration purposes. Subscribers check messages by phone only.

VLAN means Virtual Local Area Network.

VPN means Virtual Private Network.

WAN means Wide Area Network.

WAN Circuit means a logical or physical connection from one Customer site to another with transport supplied by a third party-Carrier.