



## Service Description: Technical Knowledge Library

This document describes Cisco's Technical Knowledge Library.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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), Advanced Services Agreement (ASA), with Cisco. In the event of a conflict between this Service Description and your MSA, this Service Description shall govern.

**Sale via Cisco Authorized Reseller.** If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).

### Cisco's Responsibilities:

The Technical Knowledge Library is made available by Cisco either through a secure web-based portal ("Portal") or a Cisco-owned Content Engine which is placed on the Customer Network.

- Make the Content available to the number of Authorized Viewers, including providing access to the following:

#### Multimedia Clips:

-VoD/AoD technical talks  
 -Service deliverables archive — customer-specific/account-specific content  
 eLearning courses

#### Sidebar Content:

-White Papers  
 -Case Studies  
 -Design Guides  
 -Configuration Guides  
 -Training Documents

-Deployment Guides  
 -Online textbooks and/or manuals  
 -Video and audio clips (different from the Multimedia Clips)

#### Bumper Clips

- Ship, assist with installation of (if requested by Customer), configure and test the Cisco Content Engine; or, user account creation for the Portal, prior to use during the Term. Customer is responsible for installation of the Cisco Content Engine (if selected by Cisco as the delivery method), power and surge protection, security, network connection, IP address assignment and any required firewall or Access Control List changes required on Customer's network in order for the Services to be provided by Cisco and to provide Cisco with the necessary remote access to Cisco equipment.
- Provide a training session to Customer point(s) of contact.
- Hold a "Demo Day" to train and demonstrate the tool for Customer's Authorized Viewers.
- Host Content and provide preventative maintenance in accordance with Cisco's normal maintenance schedules and procedures. Cisco may offer additional hosting and/or maintenance services for an additional charge.
- Troubleshoot issues submitted to Cisco through provided e-mail alias: [tkl-support@cisco.com](mailto:tkl-support@cisco.com).
- Provide Customer such technical assistance as Cisco may deem necessary to properly provide the Services.
- **Updated Content.** Cisco may revise, update and/or remove previously-released Multimedia Clips and/or Sidebar Content ("Updated Content"). Cisco will make any Updated Content available to Customer as a part of the Services. The Updated Content will exclude the previously-released Multimedia Clips and Sidebar Content (where applicable) that the Updated Content was intended to supersede. Customer should discontinue any use of the superseded Multimedia Clips and/or Sidebar Content.

### Customer's Responsibilities:

- Provide current shipment contact information as follows: contact name, title, address, telephone number, e-mail address and fax number for purposes of delivery of the Cisco Content Engine(s).
- Provide Cisco physical and remote access to the Cisco Content Engines(s), if the CE delivery method is selected by Cisco, and all related hardware, as reasonably requested by Cisco, to provide, support and maintain the Services.



