



Service Description: Cisco Connected TAC Market Trial

This document describes the Cisco Connected TAC Market Trial

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.

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This Cisco Connected TAC Market Trial is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network are supported through the Smart Net Total Care Device Level Foundational Technical Service. Cisco shall provide the Cisco Connected TAC Market Trial 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 that Cisco shall provide and the period during which such Services shall be provided. 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.

Connected TAC Market Trial Summary

The Connected TAC market trial combines Cisco's secure, always available, bi-directional connectivity supplemented with Cisco's unique store of Intellectual capital to help customers identify potential device and network issues before they become larger problems that could significantly impact network performance or even cause unplanned downtime.

Cisco Responsibilities

Basic Level:

Cisco shall provide the following self-service on a 24x7 basis (excepting routine maintenance windows and unexpected downtimes) using commercially reasonable efforts:

- Voice Debug Lookup
 - SIP Profile Tester for CUBE and SIP Gateways
 - Wireless Debug Analyzer
 - IPSec Overhead calculator
 - Firewall Top Talkers
 - SIPp XML Generator for IOS
 - VCS Service Checker
 - Packet Capture Config Generator and Analyzer
 - Netdr parser tool
 - NXOS Log Finder
 - Catalyst 4500 CPU Packet Buffer Parser
 - Wireless Config Converter
 - Dialed Number Analyzer for CUBE
 - Access List Checker
 - Collaboration Solutions Analyzer
 - Diagnostic Signatures Lookup Tool
- Cisco will provide access to its CLI Analyzer tool to run the CLI analysis for up to 50 times per month (any additional devices will require users to upgrade to either the 'Enhanced' or 'Premium' level.)
 - Cisco will assist customers interested in using the Diagnostic Bridge tool understand Cisco or 3rd party NMS installation requirements
 - Cisco will provide access to run Diagnostic Bridge one time per day for as many as 20 devices



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- Cisco will provide customers access to the MyDiagnositcs UI to review results
- Cisco to adhere to [data usage policy](#)

Enhanced Level

- Cisco will provide all features listed for Basic level
- Unlimited usage of CLI Analyzer
- Unlimited usage of MyDiagnositcs interface
- Access to current as well as past analyses via dedicated User Interface
- Ability to purchase Add-on “TAC Advisor Level 1” service

Optional TAC Advisor Add-on Service

TAC Advisor Level 1 (available for Enhanced Level)

- Customers can engage a TAC Advisor to analyze device flagged during monitoring
- TAC Advisor engineering engagements will be sold in blocks of 12 engagements
- A TAC advisor deep dives in the relevant device information of the specifically impacted device(s), using automated intellectual capital and human troubleshooting expertise
- Results of the deep dive will be made available to the customer via a specified User Interface.
- Customer, at the customer's option, can request a Webex session to review the results of the analysis

Premium Level

- Everything included in enhanced level and TAC Advisor Level 1 (TAC Advisor Level 1 engagements will be capped at 24 per year. Additional engagement will need to be purchased separately)
- Quarterly engineering analysis of up to 24 devices in a specific technology
- Quarterly WebEx session with Engineer to review issues and provide additional support
- Ability to purchase Add-on “TAC Advisor Level 2”

Optional TAC Advisor Add-on Services (available for Premium level customers only)

TAC Advisor Level 2

- Six one-hour WebEx meeting per year between senior technical engineers from Cisco TAC organization and customer to provide an open dialogue about a specific topic of interest to the customer
- Agenda is defined by the customer in advance and validated by Cisco engineer to ensure topic can be covered within 1 hour
- TAC Advisor will prepare for meeting in advance as needed
- If conversation requires additional discussion after the 1 hour meeting, an SR should be opened to complete

Customer Responsibilities

- Customer must have a compatible Network Management System or collector in place to facilitate bi-direction connectivity via Cisco's Diagnostic Bridge
- Download and install the Diagnostic Bridge
- Agree to CLI Analyzer and the Diagnostic Bridge terms of use and End-user license agreement
- By installing the Diagnostic Bridge, the Customer acknowledges understand and agrees that Customer Network Information will be transmitted and used to generate reports regarding Customer's network and equipment
- Upon installation on Customer's network, the Diagnostic Bridge will immediately begin communicating to a Cisco server via secure encryption to enable Cisco to discover information about the Products within Customer's network and such collections will continue until such time as the the Diagnostic Bridge has been uninstalled or collection features disabled.
- Customer can elect to disable collection features of the Diagnostic Bridge or uninstall the Diagnostic Bridge at any time. By performing these actions, Customer understands that Cisco will be unable to provide certain elements of the Service and Cisco



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will not be responsible for performance of any obligations associated with the Enhanced and Premium offer described in this document

- Customer has the ability destroy any such Customer Network Information collected by Cisco and shown in the User Interface at any time upon request otherwise Cisco will continue to protect the Customer Network Information consistent with terms of the Agreement between the parties and Cisco's data retention policy
- Customer acknowledges that Cisco will only support generally available Products and Software releases/versions unless otherwise mutually agreed
- Customer will allow Cisco to both use the collected information and related data in connection with performance of the Service described herein, to recommend additional products/services to assist Customer in the execution of related activities and generally for commercial and business purposes. To the extent any Customer Network Information collected is deemed Confidential Information, Cisco will protect the information consistent with the terms of the Agreement between the parties and Cisco's data retention policy.
- Customer will permit the Diagnostic Bridge to access all Customer network devices managed by the customer's network management system
- Customers will have to provide us specific data for using TA:
 - Active support contracts ID => we need this to track SRs reviewed by TA
 - Specific engineers point of contact (main and backup) => we need this to communicate about Analysis and Conversation
 - Senior Manager/Director point of contact => we need this if customers don't react or don't implement our recommendations
- Customer agrees to comply with the Software License Terms contained in the End User Obligations found here: <http://www.cisco.com/go/servicedescriptions/>
- Customer acknowledges that the terms of the Data Collection Tools Supplement found here: www.cisco.com/go/servicedescriptions/ apply to this Service.

Glossary Terms (to be updated)

TAC – Cisco's Technical Assistance Center

TAC Advisor – A Cisco engineer who is responsible for reviewing device data and providing information to customers on potential issues needing customer attention

Diagnostic Bridge – Software installed on customer network to facilitate transfer of configuration data between customer devices and Cisco's diagnostic engine

MyDiagnostic UI- The user interface used to configure and review results from the Diagnostic Bridge

Intellectual Capital (IC) - the value that Cisco provides through the application of skills, know-how and expertise of its human resources

Customer Network Information - means the information about Customer's network that is collected, stored and analyzed in connection with the Service and may include, without limitation, the following information: configurations (including running configurations and startup configurations), product identification numbers, serial numbers, host names, equipment locations, IP addresses, system contracts, equipment models, feature sets, software versions, hardware versions, installed memory, installed flash, boot versions, chassis series, exceptions to such information (e.g., duplicate host name, duplicate IP address, device running interim release image), slot IDs, card types, card families, firmware versions, and other network and inventory information as deemed appropriate by Cisco.