



Service Description for Cisco Solution Attached Services

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

Cisco Solution Attached Services provides consultative capabilities related to a specific Cisco product solution.

The different categories of consulting services provided through Solution Attached Services may include a combination of those set forth in the following table. The scope of Services is limited to the specific Cisco product or products for which the Customer has purchased the Solution Attached Services as set forth in the relevant purchasing

Consulting Categories	Description
Onboard and Implementation	Provide ongoing consulting help related to onboarding and implementation of Cisco products and features. Provide ongoing consulting and guidance related to migration activities. Provide ongoing consulting and guidance related to testing strategy, in evaluation of business and operational testing requirements and constraints, and in test execution.
Adoption	Provide ongoing consulting help related to adoption of Cisco products and features.
Advisory	Provide ongoing consulting help in support of Customer's building a strategy for incremental changes or updates to overall architecture or design related to Cisco products and features.
Assessments	Provide ongoing consulting help in support of assessments of processes, technology, infrastructure, and/or security to identify gaps and provide recommendations on how to address the gaps.
Read out	Provide ongoing readouts indicating how Cisco products and features are helping in achieving technical and business objectives.

2. Cisco responsibilities

- Work with the Customer to provide activities within the scope of this Service Description.
- Cisco will make efforts to allocate resources evenly throughout the contract length.
- Work with the Customer on activities described in the Services kick-off meeting and subsequent plans. Cisco does not guarantee that a project will be successfully completed by a scheduled project end-date or by the end of the Service Term. All Service delivery will stop and be considered complete on the last Business Day of the Service Term.

3. Customer responsibilities

- Work with Cisco related to the activities within the scope of this Service Description.
- Schedule a quarterly meeting to review the quarterly report that Cisco provides, if Customer believes necessary.
- Remain responsible for all of Customer's compliance with industry standards.
- During Maintenance windows, remain responsible for configuration changes for network traffic diversion as applicable, ownership of relationships with Internet Service providers and third-party vendors on agreed upon process, and post validation of Customer applications after the upgrade.

4. Requirements

- Cisco Solution Attached Services are intended to supplement a current support agreement for Cisco Products and are available only when all Products in Customer's network are supported through a minimum of core Services such as Cisco Smart Net Total Care™/ SP Base, Software Support Services (SWSS), Solution Support, Limited Lifetime Warranty, Software Application Services, or the Partner Support Service offering from within the Cisco Services Partner Program.
- Services in this Service Description may not be used for any project or activities in which there may be or may appear to be a governmental Organizational Conflict of Interest or similar conflict.
- Cisco may recommend Cisco or third-party tools or products that may benefit a specific task. Customer is responsible for the evaluation and, if desired, the purchase of these additional items. Cisco will not be responsible for providing third party equipment, tools, products, or services not otherwise purchased or provided by Customer.