CISCO BUSINESS CRITICAL SERVICES

GENERAL TERMS

Note: This document must be read in conjunction with the Services for Operations, Services for Engineering, and Services for Architecture documents.

This document describes Cisco Business Critical Services:

- **Incorporation by Reference:** The Glossary of Terms, List of Services Not Covered, and Severity and Escalation Guidelines posted at www.cisco.com/go/servicedescriptions/ are incorporated by reference into this Service Description.

- **If you purchased the Services directly from Cisco,** your Master Agreement (as defined in the Glossary of Terms identified above) is also incorporated by reference. If there is a conflict between this Service Description and any of the documents listed above, this Service Description governs such conflict.

- **If you purchased the Services through a Cisco Authorized Reseller,** then your contract, if any, is between you and your Cisco Authorized Reseller. As such, this Service Description is for informational purposes only and is not a contract between you and Cisco. Your Cisco Authorized Reseller should provide you with a copy of this Service Description and related documents, or you can obtain a copy at www.cisco.com/go/servicedescriptions/.

- **Cisco Business Critical Services constitutes this document** which describes the General Terms of the Service, the Services for Operations, Services for Engineering, and Services for Architecture documents which describes the Deliverables provided by the Service.

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CISCO BUSINESS CRITICAL SERVICES GENERAL TERMS


CISCO BUSINESS CRITICAL SERVICES FOR OPERATIONS


CISCO BUSINESS CRITICAL SERVICES FOR ENGINEERING


CISCO BUSINESS CRITICAL SERVICES FOR ARCHITECTURE

Cisco Business Critical Services are intended to supplement a current support agreement for Cisco Products, and are only available where 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.

**Note:** Cisco Business Critical Services Expert Care is only available where all Products are supported through a minimum core Services defined under [4.1.1 Limitations](#).

Cisco shall provide Quote(s) for Services (“Quote”) identifying the specific offerings within Cisco Business Services you are purchasing, the corresponding SKU(s) as shown in the section [Cisco Business Critical Services SKUs](#), and the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and, additionally, Customer acknowledges and agrees to the terms contained therein. Cisco shall provide the Cisco Business Critical Service(s) as selected and detailed on the Purchase Order and Quote for which Cisco has been paid the appropriate fee.
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1—CISCO BUSINESS CRITICAL SERVICES OVERVIEW

Cisco Business Critical Services provide the Services described below, which assist the Customer with Cisco infrastructure, applications and technology. Deliverables provided under Cisco Business Critical Services are aligned by themes, capabilities, and supported technologies, solutions or architectures.

Note: The diagram below is for illustrative purposes only.
1.1 – SERVICES for OPERATIONS

**Services for Operations** provides capabilities and Deliverables in support of availability, security compliance, and management of Cisco infrastructure and application environment.

*Note:* For detailed description of Cisco Business Critical Services for Operations, capabilities, and Deliverables, refer to the following related document:

1.2 – SERVICES for ENGINEERING

**Services for Engineering** provides capabilities and Deliverables in support of design and validation, application insights, threat analytics, automation, security programs, and hardening of Cisco infrastructure and application environment.

*Note:* For detailed description of Cisco Business Critical Services for Engineering, capabilities, and Deliverables, refer to the following related document:

1.3 – SERVICES for ARCHITECTURE

**Services for Architecture** provides capabilities and Deliverables in support of strategy, architecture alignment, design, deployment strategy, and adoption strategy for scaling of Cisco infrastructure and application environment.

*Note:* For detailed description of Cisco Business Critical Services for Architecture, capabilities, and Deliverables, refer to the following related document:
2—ARCHITECTURES, TECHNOLOGIES AND SOLUTIONS SUPPORTED

The following architectures, technologies and solutions supported by the Services and Deliverables described herein will be specified in the Quote. Refer to Cisco Business Critical Services SKUs and corresponding architectures and technologies.

SECTION NAVIGATION

Architectures, Technologies and Solutions Supported includes the following, each bookmarked for easier navigation:

- 2.1–Cisco Core Networking Services
  - 2.1.1 – Routing and Switching
  - 2.1.2 – Optical Networking
  - 2.1.3 – Wireless Networking
  - 2.1.4 – Network Management and Orchestration
  - 2.1.5 – Next Gen Cable Access

- 2.2 – Cisco Data Center and Cloud Services
  - 2.2.1 – Computing Systems
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- 2.3 – Cisco Collaboration Services
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- 2.5 – Cisco Service Provider Mobility Services
  - 2.5.1 – Packet Core Technology
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- 2.6 – Cisco Service Provider Video Services
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- 2.7 Cisco Internet of Things (IoT) Services
2.8 – Cisco Solution Services

- 2.8.1 – Cisco Network Services Orchestration Services
- 2.8.2 – Cisco Software Defined Access Network Services
- 2.8.3 – Cisco Software Defined Wide Area Network Services
- 2.8.4 – Cisco SP Analytics and Assurance Services
- 2.8.5 – Cisco Virtual Packet Core Services
- 2.8.6 – Cisco Expert Care Services
- 2.8.7 – Cisco Network Function Virtualization Infrastructure Services
- 2.8.8 – Cisco Secure Agile Exchange Services
- 2.8.9 – Cisco Managed Services Accelerator Services

2.1 – Cisco Core Networking Services

Cisco Core Networking Services provide support for the following technologies:

2.1.1 – ROUTING AND SWITCHING

Routing and Switching technology-aligned Services support all Cisco Products and technologies that forward and/or process routed Internet Protocol (IP) and switched Ethernet traffic, Hardware, and virtual infrastructure appliances, Software-defined access switches, and controllers.

2.1.2 – OPTICAL NETWORKING

Optical Networking technology-aligned Services support all Cisco Optical Products including DWDM, IPoDWDM, Optical Transport (OTN), Packet Optical, SONET, and SDH.

2.1.3 – WIRELESS NETWORKING

Wireless Networking technology-aligned Services support all Unified Cisco Wireless Products including Wireless LAN (WLAN) Access Points (AP), Wireless Controllers and Wireless Network Management, Connected Mobile Experiences (CMX), and Mobility Services Engine (MSE).

Cisco Meraki™ Products include cloud-managed APs, switches, Security / SD-WAN appliances, and management dashboard.

2.1.4 – NETWORK MANAGEMENT AND ORCHESTRATION

Network Management and Orchestration-aligned Services include Cisco Application Policy Infrastructure Controller Enterprise Module (APIC-EM), Cisco Digital Network Architecture (DNA) Center, Cisco Prime® Infrastructure, Cisco Prime Network, Cisco Prime Optical, Cisco Prime Central, Cisco Prime Performance Manager, Cisco Prime Provisioning, Cisco Prime Access Registrar, Cisco Prime Network Registrar, Cisco Evolved Programmable Network (EPN) Manager, Cisco WAN Automation Engine (WAE), and other Cisco OSS / Network Management Software.
2.1.5 – Next Gen Cable Access

Next Gen Cable Access technology-aligned Services support Cable Modem Termination System (CMTS), Cisco Converged Broadband Router (cBR-8) platform, Evolved Converged Cable Access Platform (CCAP), DOCSIS 3.1 Migration, and Broadband Access Control for Cable (BACC), and Cisco Network Register (CNR).

2.2 – Cisco Data Center and Cloud Services

Cisco Data Center and Cloud Services provide support for the following technologies:

2.2.1 – Computing Systems

Computing Systems technology-aligned Services support all Cisco Data Center Compute Products, Cisco Hyperflex Infrastructure platforms, Software, and technologies, such as servers and management Software and connectivity.

2.2.2 – Data Center Switching

Data Center Switching technology-aligned Services support all Cisco Data Center Switching Products and technologies that forward and/or process and forward IP, switched Ethernet, storage traffic, and Cisco Application Control Engine.

2.2.3 – Storage Area Networking

Storage Area Networking (SAN) technology-aligned Services support all Cisco Data Center SAN Products and technologies that forward and/or process and forward IP, switched Ethernet, and storage traffic.

2.2.4 – Application Centric Infrastructure

Application Centric Infrastructure (ACI) technology-aligned Services support all Data Center Cisco Nexus® Family of ACI-capable 9000 Switches and Application Policy Infrastructure Controller (APIC) Cluster.

2.2.5 – Data Center Orchestration and Automation

Data Center Orchestration and Automation-aligned Services support Cisco ONE™ Enterprise Cloud Suite Solutions such as Cisco Unified Computing System™ (Cisco UCS®) Director (UCS-D), Cisco Prime Service Catalog (PSC), Cisco Process Orchestration (CPO), Cisco UCS Performance Manager (UCSPM), Cisco UCS Manager (UCSM), Cisco UCS Central (UCSC), Cisco Cloud Center (CCC), Cisco Prime Data Center Network Manager (DCNM), and other future Cisco infrastructure and Software Products for Hybrid Cloud and IT Automation.
2.2.6 – TETRATION

Tetration technology-aligned Services support Cisco Tetration™ Clusters (39RU, 8RU, Cloud), Sensors (Software and Hardware) and Software Subscription Licenses.

2.3 – Cisco Collaboration Services

Cisco Collaboration Services provide support for the following technologies:

2.3.1 – UNIFIED COMMUNICATIONS

Unified Communications (UC) technology-aligned Services support Cisco Collaboration Product families and technologies that may include, but are not limited to, call control, voicemail, instant messaging and presence, analytics and reporting, emergency response, mobility, and endpoints.

2.3.2 – VIDEO COLLABORATION

Video Collaboration technology-aligned Services support Cisco Collaboration Product families and technologies that may include, but are not limited to, call control, video conferencing, personal meeting rooms, analytics and reporting, room and immersive video endpoints, desktop video endpoints, personal video endpoints, video infrastructure, and video applications.

2.3.3 – CUSTOMER CARE

Customer Care technology-aligned Services support Cisco Collaboration Product families and technologies that may include, but are not limited to, call control, call routing, interactive voice response, scripting, omni-channel and self-Service Solutions, and analytics and reporting.

2.3.4 – CLOUD MEETINGS AND MESSAGING

Cloud Meetings and Messaging technology-aligned Services support Cisco Collaboration Product families and technologies that may include, but are not limited to, on-premise and cloud conferencing, personal meeting rooms, analytics and reporting, cloud Collaboration platform and hybrid Services, and cloud instant messaging and presence.

2.3.5 – HOSTED COLLABORATION SOLUTION

Hosted Collaboration Solution (HCS) technology-aligned Services support Cisco Collaboration Product families and technologies that may include, but are not limited to, hosted Collaboration provisioning and fulfillment, management, analytics and reporting, and Service assurance.
## 2.4 – Cisco Security Services

Cisco Security Services provide support for the following technologies:

### 2.4.1 – Network Security

Network Security Services include, but are not limited to, Cisco Security Products and Solutions including next generation firewall and next generation Intrusion Prevention Systems (IPS). Services support all Products and Solutions, including Customer Networks and Networking technologies that are non-Cisco.

### 2.4.2 – Cloud Security

Cloud Security Services include, but are not limited to, Cisco Cloud Security, including Cisco Umbrella™, and Cloudlock®. Services also support non-Cisco applications and Customer-developed applications.

### 2.4.3 – Security Policy and Access

Security Policy and Access Services include, but are not limited to, Cisco Policy and Access Products, including Identity Services Engine (ISE) and AnyConnect® VPN. Services also support Customer-defined security policies and physical security defenses.

### 2.4.4 – Advanced Threat

Advanced Threat Services include, but are not limited to, Advanced Threat Products and Solutions such as Cisco Advanced Malware Protection (AMP) technologies, Stealthwatch®, and Cognitive Threat Analytics. Services also support non-Cisco Security technologies that protect against advanced threats.

## 2.5 – Cisco Service Provider Mobility Services

Cisco Service Provider (SP) Mobility Services provide support for the following technologies:

### 2.5.1 – Packet Core Technology

Packet Core or Virtual Packet Core technology-aligned Services support Cisco 2G, 3G, and 4G Packet Core for the following solutions:

- Cisco MME Mobility Management Entity
- Cisco PGW Packet Data Network Gateway
- Cisco SGW Serving Gateway
- Cisco ePDG Evolved Packet Data Gateway
- Cisco SGSN Serving GPRS Support Node Release 8
2.5.2 – MOBILITY POLICY AND ACCESS

Mobility Policy and Access technology-aligned Services support the Cisco Self-Optimizing Network (SON) Solution and Cisco Policy Suite (CPS).

Cisco SON automates the engineering-intensive task of optimizing the Radio Access Network (RAN). It helps Customer with performance, dropped calls, and multiple technologies that comprise the RAN (across macro / micro cells).

Cisco Policy Suite (CPS), a policy management Solution that helps the Customer create and deploy Services through an architecture that supports application-centric policy capabilities. CPS is a policy control platform that can be deployed across all access Networks.

Cisco Prime Access Registrar (CPAR), a RADIUS (Remote Authentication Dial-In User Service) server that enables multiple dial-in Network Access Server (NAS) devices to share a common authentication, authorization, and accounting database.

2.6 – Cisco Service Provider Video Services

Cisco SP Video Services provide support for the following technologies:

2.6.1 – SP VIDEO INFRASTRUCTURE

SP Video Infrastructure technology-aligned Services support one or more end-to-end video Solutions:

- Broadcast Video: Such as QAM-based broadcast and Switch Digital Video (SDV)
- Video On-Demand (VOD): QAM-based VOD such as CDN and TSTV
- IP Video: Such as cDVR, Linear Video (such as Broadcast Video), and OTT
- IP VOD: IP-based VOD delivery to managed and unmanaged devices

2.7 – Cisco Internet of Things (IoT) Services

Cisco IoT Services provide support for the following technologies:

2.7.1 – IOT EDGE AND FOG COMPUTE

IoT Edge and Fog Computers includes, but is not limited to, Cisco Kinetic platform modules, such as Gateway Management Module, Edge and Fog Processing Module and Data Control Module.

2.7.2 – INDUSTRIAL NETWORKING AND COLLABORATION

Industrial Networking and Collaboration technology-aligned Services may include the following Cisco Industrial Products and technologies deployed within industrial environments such as manufacturing, oil and gas, and transportation:

- Cisco Industrial Ethernet Series Switches
- Cisco 800 Series Industrial Integrated Services Router
2.8 – Cisco Solution Services

Cisco Solution Services consist of Solution aligned Services, supported products and technologies. The following Solution aligned Services, supported technologies and associated Deliverables will be specified in the Quote:

2.8.1 – Cisco Network Services Orchestration Services

Cisco Network Services Orchestration Solution aligned Services and supported Deliverables are based on the following supported technologies and product:

**Supported Technologies**

- Data Center Orchestration and Automation
- Network Management and Orchestration

**Supported Product**

Cisco Network Services Orchestrator (NSO)

2.8.2 – Cisco Software Defined Access (SD-Access) Services

Cisco SD-Access Solution aligned Services and supported Deliverables are based on the following supported technologies and products:

<table>
<thead>
<tr>
<th>Architectures</th>
<th>Supported Technologies</th>
<th>Supported Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Networking</td>
<td>• Routing and Switching</td>
<td>• Cisco Catalyst 3650, 3850, 4500, 6800, 9300, 9400, 9500</td>
</tr>
<tr>
<td></td>
<td>• Wireless Networking</td>
<td>• Cisco Nexus 7700</td>
</tr>
<tr>
<td></td>
<td>• Network Management and Orchestration</td>
<td>• Cisco ASR 1000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Cisco ISR 4300 and 4400</td>
</tr>
<tr>
<td>Security</td>
<td>• Security Policy and Access</td>
<td>• Cisco Wireless LAN Controllers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Cisco Wave 1 and Wave 2 Access Points</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Cisco Digital Network Architecture (DNA) Center</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Cisco Identity Services Engine (ISE)</td>
</tr>
</tbody>
</table>
2.8.3 – CISCO SOFTWARE DEFINED WIDE AREA NETWORK (SD-WAN) SERVICES

Cisco SD-WAN Solution aligned Services and supported Deliverables are based on the following supported technologies and products:

<table>
<thead>
<tr>
<th>Architecture</th>
<th>Supported Technologies</th>
<th>Supported Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Networking</td>
<td>• Routing and Switching</td>
<td>• Cisco vEdge Router</td>
</tr>
<tr>
<td></td>
<td>• Network Management and Orchestration</td>
<td>• Cisco ISR with vEdge Software</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Cisco vManage,</td>
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<tr>
<td></td>
<td></td>
<td>• Cisco vSmart Controller</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Cisco vBond</td>
</tr>
</tbody>
</table>

2.8.4 – CISCO SP ANALYTICS AND ASSURANCE SERVICES

Cisco SP Analytics and Assurance Solution aligned Services and supported Deliverables are based on the following supported technology and products:

**Supported Technology**
- Network Management and Orchestration

**Supported Products**

2.8.5 – CISCO VIRTUAL PACKET CORE SERVICES

Cisco Virtual Packet Core Solution aligned Services and supported Deliverables are based on the following supported technology and products:

**Supported Technology**
- Packet Core
- Computing Systems
- Data Center Switching

**Supported Products**
Cisco 2G, 3G, and 4G Packet Core for the following solutions:
- Cisco MME Mobility Management Entity
- Cisco PGW Packet Data Network Gateway
- Cisco SGW Serving Gateway
- Cisco ePDG Evolved Packet Data Gateway
- Cisco SGSN Serving GPRS Support Node Release 8
2.8.6 – Cisco Expert Care Services

Cisco Expert Care Services provides a team of Cisco specialists familiar with the Customer environment to help support the Customer’s operations with issue resolution, process improvement, data-insights and recommendations to help Customer optimize operational efficiencies and business outcomes.

Note: Cisco Expert Care Services are purchased using a single Cisco Business Critical Services SKU CON-AS-NW-OMS, which supports the following Deliverables, Architectures, Technologies and Solutions:

Cisco Expert Care Deliverables

- The following Deliverables are supported by Cisco Expert Care Services. Descriptions of the Deliverables are located in the Cisco Business Critical Services for Operations Document:
  - Service Monitoring and Reporting
  - Cisco Platinum Learning Library
  - Cisco Open Enrollment Training
  - Cisco Closed Enrollment Training
  - Asset Management
  - Incident Management
  - Problem Management – High-Touch Technical Support
  - Problem Management – High-Touch Engineering
  - Operations Onsite Support

- The following are the supported Architectures, Technologies and Solutions for Incident Management and Problem Management Deliverables:

<table>
<thead>
<tr>
<th>Architectures and Technologies Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Core Networking</strong></td>
</tr>
<tr>
<td>- Routing and Switching</td>
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<tr>
<td>- Optical Networking</td>
</tr>
<tr>
<td>- Wireless Networking</td>
</tr>
<tr>
<td>- Next Gen Cable Access</td>
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<tr>
<td>- Network Management and Orchestration</td>
</tr>
<tr>
<td><strong>Data Center and Cloud</strong></td>
</tr>
<tr>
<td>- Computing Systems</td>
</tr>
<tr>
<td>- Storage Area Networking</td>
</tr>
<tr>
<td>- Data Center Switching</td>
</tr>
<tr>
<td>- Application Centric Infrastructure</td>
</tr>
<tr>
<td>- Tetration</td>
</tr>
<tr>
<td>- Data Center Orchestration and Automation</td>
</tr>
<tr>
<td><strong>Collaboration</strong></td>
</tr>
<tr>
<td>- Unified Communications</td>
</tr>
<tr>
<td>- Customer Care</td>
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<tr>
<td>- Video Collaboration</td>
</tr>
<tr>
<td>- Hosted Collaboration Solution</td>
</tr>
<tr>
<td><strong>Security</strong></td>
</tr>
<tr>
<td>- Network Security</td>
</tr>
<tr>
<td>- Security Policy and Access</td>
</tr>
<tr>
<td>- Advanced Threat</td>
</tr>
<tr>
<td><strong>SP Mobility</strong></td>
</tr>
<tr>
<td>- Packet Core Technology</td>
</tr>
<tr>
<td>- Mobility Policy and Access</td>
</tr>
</tbody>
</table>
### Solutions and Technologies Supported

<table>
<thead>
<tr>
<th>Solutions and Technologies Supported</th>
<th>Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Network Services Orchestration</td>
<td>- Network Management and Orchestration</td>
</tr>
<tr>
<td></td>
<td>- Data Center Orchestration and Automation</td>
</tr>
<tr>
<td>Cisco Software Defined WAN (SD-WAN)</td>
<td>- Routing and Switching</td>
</tr>
<tr>
<td></td>
<td>- Network Management and Orchestration</td>
</tr>
<tr>
<td>Cisco Network Function Virtualization Infrastructure</td>
<td>- Routing and Switching</td>
</tr>
<tr>
<td></td>
<td>- Computing Systems</td>
</tr>
<tr>
<td></td>
<td>- Data Center Switching</td>
</tr>
<tr>
<td></td>
<td>- Data Center Orchestration and Automation</td>
</tr>
<tr>
<td></td>
<td>- Packet Core</td>
</tr>
<tr>
<td>Cisco Secure Agile Exchange</td>
<td>- Routing and Switching</td>
</tr>
<tr>
<td></td>
<td>- Computing Systems</td>
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<tr>
<td></td>
<td>- Data Center Switching</td>
</tr>
<tr>
<td></td>
<td>- Data Center Orchestration and Automation</td>
</tr>
<tr>
<td></td>
<td>- Cloud Security</td>
</tr>
</tbody>
</table>

### Exclusions

*Specific to Advanced Threat

- Cisco Stealthwatch® is not supported.

*Specific to Core Networking

- Cisco Meraki is not supported.
2.8.7 – CISCO NETWORK FUNCTION VIRTUALIZATION INFRASTRUCTURE (NFVI) SERVICES

Network Function Virtualization Infrastructure (NFVI) Services are based on the following supported architectures, technologies and products.

Architectures and Technologies Supported

<table>
<thead>
<tr>
<th>Architectures</th>
<th>Technologies Supported</th>
<th>Products Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Networking</td>
<td>• Routing and Switching</td>
<td>• Cisco Network Convergence System (NCS) 5000 Series</td>
</tr>
</tbody>
</table>
| Data Center and Cloud| • Computing Systems, Data Center Switching, Data Center Orchestration and Automation | • Cisco Unified Computing System™ (Cisco UCS®)  
• Cisco Nexus 9000 Series  
• Cisco Virtual Infrastructure Manager |
| SP Mobility          | • Packet Core                                               | NFVI Virtual Packet Core technology-aligned Services support Cisco 5G for the following products:  
• Cisco MME Mobility Management Entity  
• Cisco PGW Packet Data Network Gateway  
• Cisco SGW Serving Gateway  
• Cisco ePDG Evolved Packet Data Gateway  
• Cisco SGSN Serving GPRS Support Node Release 8 |

2.8.8 – CISCO SECURE AGILE EXCHANGE (SAE) SERVICES

Cisco Secure Agile Exchange (SAE) Services are based on the following supported architectures, technologies and products.

Architectures and Technologies Supported

<table>
<thead>
<tr>
<th>Architectures</th>
<th>Technologies Supported</th>
<th>Products Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Networking</td>
<td>• Routing and Switching</td>
<td>• Cisco Network Convergence System (NCS) 5000 Series</td>
</tr>
</tbody>
</table>
| Data Center and Cloud| • Computing Systems, Data Center Switching, Data Center Orchestration and Automation | • Cisco Unified Computing System™ (Cisco UCS®)  
• Cisco Nexus 9000 Series  
• Cisco Cloud Service Platform (CSP) 2100 and 5000  
• Cisco Virtualized Network Functions (VNFs)  
## 2.8.9 – CISCO MANAGED SERVICES ACCELERATOR (MSX) SERVICES

Cisco Managed Services Accelerator (MSX) Services are based on the following supported architectures, technologies and products.

### Architectures and Technologies Supported

<table>
<thead>
<tr>
<th>Architectures</th>
<th>Technologies Supported</th>
<th>Products Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Networking</td>
<td>• Routing and Switching</td>
<td>• Cisco Network Convergence System (NCS) 5000 Series</td>
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<tr>
<td></td>
<td>• Network Management and Orchestration</td>
<td>• Cisco Network Services Orchestrator (NSO)</td>
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<td>Data Center and Cloud</td>
<td>• Computing Systems</td>
<td>• Cisco Unified Computing System™ (Cisco UCS*)</td>
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</table>

- Cisco Network Services Orchestrator (NSO)
- Cisco CloudLock
### 3.1 – Cisco Architecture and Technology Services SKUS

<table>
<thead>
<tr>
<th>Architecture</th>
<th>SKU Description</th>
<th>SKU</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Core Networking</strong></td>
<td>Cisco Core Networking Advisory Subscription Services</td>
<td>CON-AS-NW-ADV</td>
</tr>
<tr>
<td></td>
<td>Cisco Core Networking Lab Validation Subscription Services</td>
<td>CON-AS-NW-VAL</td>
</tr>
<tr>
<td></td>
<td>Cisco Routing and Switching Optimize Subscription Services</td>
<td>CON-AS-RS-OPT</td>
</tr>
<tr>
<td></td>
<td>Cisco Optical Networking Optimize Subscription Services</td>
<td>CON-AS-ON-OPT</td>
</tr>
<tr>
<td></td>
<td>Cisco Wireless Networking Optimize Subscription Services</td>
<td>CON-AS-WN-OPT</td>
</tr>
<tr>
<td></td>
<td>Cisco Network Management and Orchestration Software Integration Subscription Services</td>
<td>CON-AS-MO-SID</td>
</tr>
<tr>
<td></td>
<td>Cisco Next Gen Cable Access Optimize Subscription Services</td>
<td>CON-AS-CA-OPT</td>
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<tr>
<td><strong>Data Center and Cloud</strong></td>
<td>Cisco Data Center and Cloud Advisory Subscription Services</td>
<td>CON-AS-DC-ADV</td>
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<td>Cisco Data Center and Cloud Lab Validation Subscription Services</td>
<td>CON-AS-DC-VAL</td>
</tr>
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<td>Cisco Computing Systems Optimize Subscription Services</td>
<td>CON-AS-CS-OPT</td>
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<td></td>
<td>Cisco Data Center Switching Optimize Subscription Services</td>
<td>CON-AS-DS-OPT</td>
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<td>Cisco Storage Area Networking Optimize Subscription Services</td>
<td>CON-AS-SN-OPT</td>
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<td></td>
<td>Cisco ACI Optimize Subscription Services</td>
<td>CON-AS-AC-OPT</td>
</tr>
<tr>
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<td>Cisco Data Center Orchestration and Automation Software Integration Subscription Services</td>
<td>CON-AS-OA-SID</td>
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<td></td>
<td>Cisco Tetration Optimize Subscription Services</td>
<td>CON-AS-TT-OPT</td>
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<tr>
<td><strong>Collaboration</strong></td>
<td>Cisco Collaboration Advisory Subscription Services</td>
<td>CON-AS-CO-ADV</td>
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<td>Cisco Collaboration Lab Validation Subscription Services</td>
<td>CON-AS-CO-VAL</td>
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<td>Cisco Unified Communications Optimize Subscription Services</td>
<td>CON-AS-UC-OPT</td>
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<td>Cisco Video Collaboration Optimize Subscription Services</td>
<td>CON-AS-VC-OPT</td>
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<td></td>
<td>Cisco Customer Care Optimize Subscription Services</td>
<td>CON-AS-CC-OPT</td>
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<td></td>
<td>Cisco Cloud Meeting and Messaging Optimize Subscription Services</td>
<td>CON-AS-MM-OPT</td>
</tr>
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<td>Section</td>
<td>Subscription Services</td>
<td>SKU</td>
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<tr>
<td>------------------------------</td>
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<tr>
<td><strong>Security</strong></td>
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<td>Cisco Hosted Collab Solution Optimize Subscription Services</td>
<td>CON-AS-HC-OPT</td>
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<td>Cisco Security Advisory Subscription Services</td>
<td>CON-AS-SE-ADV</td>
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<tr>
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<td>Cisco Security Lab Validation Subscription Services</td>
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<td>CON-AS-NS-OPT</td>
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<td></td>
<td>Cisco Cloud Security Optimize Subscription Services</td>
<td>CON-AS-CW-OPT</td>
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<tr>
<td></td>
<td>Cisco Security Policy Access Optimize Subscription Services</td>
<td>CON-AS-PA-OPT</td>
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<td></td>
<td>Cisco Advanced Threat Optimize Subscription Services</td>
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<tr>
<td><strong>SP Mobility</strong></td>
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<td>Cisco SP Mobility Lab Validation Subscription Services</td>
<td>CON-AS-MB-VAL</td>
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<td></td>
<td>Cisco SP Packet Core Optimize Subscription Services</td>
<td>CON-AS-PC-OPT</td>
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<tr>
<td></td>
<td>Cisco Mobility Policy Access Optimize Subscription Services</td>
<td>CON-AS-MP-OPT</td>
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<td></td>
<td>Cisco SP Packet Core Software Integration Subscription Services</td>
<td>CON-AS-PC-SID</td>
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<tr>
<td></td>
<td>Cisco Mobility Advisory Subscription Services</td>
<td>CON-AS-MB-ADV</td>
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<tr>
<td><strong>SP Video</strong></td>
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<td>Cisco SP Video Optimize Subscription Services</td>
<td>CON-VAS-SV-OPT</td>
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<tr>
<td><strong>Internet of Things</strong></td>
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<td></td>
<td>Cisco IoT Edge and Fog Compute Optimize Subscription Services</td>
<td>CON-AS-IE-OPT</td>
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<td></td>
<td>Cisco Industrial Networking and Collaboration Optimize Subscription Services</td>
<td>CON-AS-IN-OPT</td>
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## 3.2 – Cisco Solution Services SKUS

<table>
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<tr>
<th>Solution</th>
<th>SKU Description</th>
<th>SKU</th>
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<td><strong>Cisco Network Services Orchestration</strong></td>
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<tr>
<td>Cisco Data Center Orchestration and Automation Software Integration Subscription Services</td>
<td>CON-AS-OA-SID</td>
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<tr>
<td><strong>Cisco Software Defined Access (SD-Access)</strong></td>
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<tr>
<td>Cisco Routing and Switching Optimize Subscription Services</td>
<td>CON-AS-RS-OPT</td>
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<td>Cisco Wireless Networking Optimize Subscription Services</td>
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<td>Cisco Network Management and Orchestration Software Integration Subscription Services</td>
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<td>Cisco Security Policy Access Optimize Subscription Services</td>
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<td><strong>Cisco Software Defined Wide Area Network (SD-WAN)</strong></td>
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<td><strong>Cisco SP Analytics and Assurance</strong></td>
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<td><strong>Cisco Expert Care</strong></td>
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<td>Cisco Expert Care Operations Management Support Subscription Services</td>
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<td>Cisco Data Center Switching Optimize Subscription Services</td>
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<td>Cisco Secure Agile Exchange (SAE)</td>
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<td>Cisco Cloud Security Optimize Subscription Services</td>
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<table>
<thead>
<tr>
<th>Cisco Managed Services Accelerator (MSX)</th>
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<td>Cisco Routing and Switching Optimize Subscription Services</td>
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<td>Cisco Network Management and Orchestration Software Integration Subscription Services</td>
<td>CON-AS-MO-SID</td>
</tr>
<tr>
<td>Cisco Computing Systems Optimize Subscription Services</td>
<td>CON-AS-CS-OPT</td>
</tr>
</tbody>
</table>
4—RESPONSIBILITIES OF THE PARTIES

SECTION NAVIGATION

General Cisco Responsibilities includes the following responsibilities, each bookmarked for easier navigation:

- **4.1—GENERAL CISCO RESPONSIBILITIES**
  - 4.1.1 – Limitations
  - 4.1.2 – Personnel
  - 4.1.3 – Meetings, Communication, and Collaboration
  - 4.1.4 – Documentation and Information Requests
  - 4.1.5 – Cisco Tools
  - 4.1.6 – Technical Knowledge Library
  - 4.1.7 – Transformation Management Office

- **4.2—GENERAL CUSTOMER RESPONSIBILITIES**
  - 4.2.1 – Limitations
  - 4.2.2 – Personnel
  - 4.2.3 – Meetings, Communication, and Collaboration
  - 4.2.4 – Documentation and Information Requests
  - 4.2.5 – Cisco Tools
  - 4.2.6 – Technical Knowledge Library
  - 4.2.7 – Technical Assistance Center
  - 4.2.8 – Process and Procedures
  - 4.2.9 – Policies, Access, and Safety
  - 4.2.10 – Transformation Management Office
  - 4.2.11 – Service Termination
4.1— General Cisco Responsibilities

Cisco Business Critical Services consist of the provision of Services described in this Service Description, where available, which Cisco shall provide for the Customer’s Network during Standard Business Hours (unless stated otherwise). Services provided by Cisco are delivered remotely unless otherwise noted. Cisco shall provide the following General Support provisions for all Services selected by Customer.

SECTION NAVIGATION

General Cisco Responsibilities may include one or more of the following responsibilities as necessary to provide a specific Service, each bookmarked for easier navigation:

- 4.1— GENERAL CISCO RESPONSIBILITIES
- 4.1.1 – Limitations
- 4.1.2 – Personnel
- 4.1.3 – Meetings, Communication, and Collaboration
- 4.1.4 – Documentation and Information Requests
  - 4.1.4a – General Information
  - 4.1.4b – Hardware and Software
  - 4.1.4c – Architecture Strategy, Design, and Tools
  - 4.1.4d – Compliance and Remediation Tool
  - 4.1.4e – Implementation / Change
  - 4.1.4f – Validation and Testing
  - 4.1.4g – Metrics Management
  - 4.1.4h – Operations Management
  - 4.1.4i – Instrumentation Management
  - 4.1.4j – Optical Networking
  - 4.1.4k – Wireless Networking
  - 4.1.4l – AIM, NSO, OSS / NMS, SD-WAN, SP Analytics and Assurance
  - 4.1.4m – Unified Communications, Customer Care, Video Collaboration, Cloud Meetings and Messaging
- 4.1.5 – Cisco Tools
  - 4.1.5a – Data Collection Tools
  - 4.1.5b – Cisco Cloud Hosted Analytics and Insights Portal
  - 4.1.5c – Cisco OnPrem Analytics and Insights Tool
  - 4.1.5d – Compliance and Remediation Tool
- 4.1.6 – Technical Knowledge Library
- 4.1.7 – Transformation Management Office
4.1.1 – Limitations

4.1.1a Data Center Switching

- For Cisco Application Control Engine (ACE) the Design Review Deliverable under Services for Engineering is the only supported Deliverable.

4.1.1b Optical Networking

- For supported Design Engineering Deliverables:
  - Cisco Transport Planner is used as the Design plan of record.
  - Limited to providing recommendations to the network design.
- For supported Design Development and Design Change Support Deliverables the following are not covered:
  - Cisco Transport Design Generation and updates.
  - Script reviews and recommendations, Custom-developed objects or code Script Support.
  - Data Communications Network (DCN) determination of GNE locations, OSPF areas, IP addressing strategy and plan, Optical Service Channel (OSC) configuration.
  - TDM timing primary and secondary source locations based on traffic demands and service Circuit types.
  - Third-party applications, integrations, determination of requirements for systems integration of both the optical solution and Network Management.
  - Reconciling of report data for determination of design requirements.
  - Optical Systems BOM creation.
  - OSS/BSS integration and SNMP trap determination.
  - Design for circuit restoration routing.

4.1.1c Compliance and Remediation

- The following are supported Platforms and OS types for the following Compliance and Remediation Deliverables:
  - Configuration Compliance and Remediation
  - Software Compliance and Remediation
  - Regulatory Compliance and Remediation

Cisco Platforms and Operating Systems Supported

<table>
<thead>
<tr>
<th>Cisco-Supported Platforms</th>
<th>Cisco-Supported OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco CRS, XRS</td>
<td>Cisco IOS XR</td>
</tr>
<tr>
<td>Cisco ASR 1k, 9k</td>
<td>Cisco IOS</td>
</tr>
<tr>
<td>Cisco ISR 1, ISR 2</td>
<td>Cisco NX-OS</td>
</tr>
<tr>
<td>Cisco Nexus 1k, 2k, 3k, 5k, 7k, 9K</td>
<td>Cisco IOS-XE</td>
</tr>
<tr>
<td>Cisco 6xxx, 7xxx</td>
<td>Cisco ASA</td>
</tr>
<tr>
<td>Cisco Catalyst 29xx, 3xxx, 49xx, 6xxx</td>
<td></td>
</tr>
<tr>
<td>Cisco Wireless Access Point</td>
<td></td>
</tr>
<tr>
<td>Cisco Network Convergence System</td>
<td></td>
</tr>
</tbody>
</table>
Non-Cisco Platforms and OS Supported

<table>
<thead>
<tr>
<th>Company</th>
<th>Operating Systems</th>
<th>Platforms Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adtran</td>
<td>AOS</td>
<td>Adtran – NetVanta 3200</td>
</tr>
<tr>
<td>Alcatel</td>
<td>SROS</td>
<td>Alcatel 7750 Services Routers</td>
</tr>
<tr>
<td>Alteon</td>
<td>AlteonOS</td>
<td>Alteon Application Switch 2208</td>
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<td>Arista</td>
<td>EOS</td>
<td>Arista 7050 Switches</td>
</tr>
<tr>
<td>Aruba</td>
<td>Aruba OS</td>
<td>Aruba Wireless Line Controller</td>
</tr>
<tr>
<td>BoSS</td>
<td>BoSS</td>
<td>BS470-48T, ERS4550T, BS551048T</td>
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<td>Checkpoint</td>
<td>IPSO GAIA</td>
<td>Checkpoint Firewall IPxxx</td>
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<tr>
<td>Extreme</td>
<td>EXOS</td>
<td>Extreme Summit Switches</td>
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<td>Forti</td>
<td>FortiOS</td>
<td>Forti – Analyzer 60D, Manager</td>
</tr>
<tr>
<td>F5</td>
<td>TMOS</td>
<td>F5 – VIPRION C2400 Series, BIG IP</td>
</tr>
<tr>
<td>Huawei</td>
<td>VRP</td>
<td>Huawei S3328 Switches</td>
</tr>
<tr>
<td>Infoblox</td>
<td>NIOS</td>
<td>Infoblox 1552-A</td>
</tr>
<tr>
<td>Juniper</td>
<td>JunOS</td>
<td>Juniper - M Series, SRX240 Services Gateway, EX2200</td>
</tr>
<tr>
<td></td>
<td>ScreenOS</td>
<td>Juniper Netscreen SSG5 Firewall</td>
</tr>
<tr>
<td>NetScaler</td>
<td>NetScalerOS</td>
<td>Citrix NetScaler, NetScaler SDX</td>
</tr>
</tbody>
</table>

4.1.1d Cisco Expert Care Services

- The Deliverables provided by Cisco Business Critical Services Expert Care Service is only available 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), or Solution Support.
- Cisco Business Critical Services Expert Care Service is not available on Products in Customer’s Network supported by Partner Support Service (PSS).
- Cisco Expert Care Service does not provide support or escalations for Solution Technology Partner or Third Party Products.

4.1.1e Security Incident Response Retainer

The following limitations apply to the Security Incident Response Retainer and Security Incident Response Retainer Enhanced Service:

- Given the variety of situations and issues that may be encountered, incidents may require a variety of Services to complement this Service. For example, incidents may require specialized tools to provide deeper visibility or access into the Network. Other limitations include:
- There is no guarantee that root cause analysis will result in a root cause being identified or confirmed for an incident.
- Reasonable efforts will be made to provide conclusive findings and an issue resolution plan.
- Incident Response Services can provide insight into deficiencies of an Incident Response strategy and a plan for resolving an incident; however, executing the plan may require follow-on Services.
- Proactive Service needs to be requested and scheduled at least ninety (90) days before the end date of the subscription contract.
- Work may occur after Standard Business Hours, as determined by Cisco.
- Cisco will use commercially reasonable efforts to have personnel start travel to Customer’s location within 24 hours after receiving the written request, if visas and/or other travel requirements are not needed. If visa and/or special travel requirements are needed, Cisco personnel will continue to work remotely while travel arrangements are being made (e.g. applying for visa).
- Cisco reserves the right to refuse travel to any location that is in Cisco’s reasonable opinion is unsafe, unlawful, or may require a forced intellectual property transfer by Cisco.

### 4.1.2 – Personnel

The following personnel may be provided depending on the Services purchased:

<table>
<thead>
<tr>
<th>Cisco Personnel</th>
<th>Role Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Service Delivery Manager</td>
<td>A single point-of-contact for all issues relating to the Services.</td>
</tr>
<tr>
<td>Cisco Network Consulting Engineer or Cisco “NCE”</td>
<td>Acts as the primary interface with Customer for its Network.</td>
</tr>
<tr>
<td>Cisco Project Manager or “Cisco PM”</td>
<td>Coordinate and manage Cisco resources and responsibilities.</td>
</tr>
</tbody>
</table>

If you purchased Cisco Business Critical Services Expert Care Service, the following additional personnel may be provided:

<table>
<thead>
<tr>
<th>Cisco Personnel</th>
<th>Role Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco High-Touch Operations Manager or “HTOM”</td>
<td>Acts as a single point of contact for all issues relating to Incident Management.</td>
</tr>
<tr>
<td>Cisco High-Touch Technical Support or “HTTS”</td>
<td>Acts as the primary interface for all issues relating to incident and problem resolution.</td>
</tr>
<tr>
<td>Cisco High-Touch Engineer or “HTE”</td>
<td>Provides deep technology expertise for all issues relating to incident and problem resolution.</td>
</tr>
<tr>
<td>Cisco Asset Manager</td>
<td>Helps track and manage the Cisco installed base inventory of Customer assets.</td>
</tr>
<tr>
<td>Cisco Learning Advisor</td>
<td>Creates training recommendations to address knowledge gaps.</td>
</tr>
</tbody>
</table>
Cisco will designate a backup contact when the Project Manager is not available.

Customer-directed tasks to be performed by Cisco Network Consulting Engineer shall be governed by the Service and Deliverables ordered by the Customer and are subject to Cisco approval, which shall not be unreasonably withheld.

Supply Cisco project team personnel with a displayable form of identification to be worn at all times during Services activities at Customer’s facility.

Provide all Services in the English language unless otherwise agreed upon by Customer and Cisco.

Provide the Services during Standard Business Hours, unless stated otherwise.

Cisco reserves the right to determine which of its personnel shall be assigned to a particular project, and to replace or reassign such personnel, and/or subcontract to qualified third persons part or all of the performance of any service hereunder. Should Customer request the removal or reassignment of any Cisco personnel at any time, Customer shall be responsible for extra costs relating to such removal or reassignment of Cisco personnel. Cisco shall not have any liability for any costs that may occur due to project delays related to such removal or reassignment of Cisco personnel.

Use commercially reasonable efforts to ensure Cisco employees (including Cisco subcontractors) conform to Customer’s reasonable workplace policies, conditions, and safety regulations that are consistent with Cisco’s obligations herein and provided to Cisco in writing prior to commencement of the Services, provided, however, that Cisco’s personnel or subcontractors shall not be required to sign individual agreements with Customer nor waive any personal rights.

Specific to Configuration and Software Change Support Deliverable: Upon receipt of not less than twenty-one (21) days prior written request to Cisco by Customer, Cisco will work with Customer to identify a designated support contact person who will be available to consult with Customer on major Service changes, such as major Hardware upgrades, major site installations, or major configuration and/or Software changes.

4.1.3 – Meetings, Communication, and Collaboration

Schedule with the Customer up to four (4) quarterly visits per year (not to exceed eight (8) days in aggregate) to Customer’s site to review accomplishments from the Services and plan for the next quarter. Additional visits will be mutually agreed upon at Cisco’s then-current travel and labor rates.

Schedule periodic conference calls (e.g., weekly, monthly) to review Customer’s project status and progress of current Deliverables and activities.

Note: The quantity of any meetings, reporting, and efforts for ongoing activities described herein will vary depending on Customer requirements and what Customer and Cisco agree upon when Services are purchased as identified in the Quote for Services provided by Cisco.

Make Collaboration tools available for hosting meetings, managing Documentation, instant messaging, desktop sharing, and collaborative spaces.

Establish and monitor a Customer-specific Cisco email alias to facilitate communication with the primary Cisco Services Engineer as well as the engineers on the Cisco Services project delivery team.

4.1.4 – Documentation and Information Requests

Collect and analyze information reasonably required to provide the Services using one or more methods, including:
Cisco Data Collection Tools, third-party tools, interviews, questionnaires, worksheets, or other sources.

One or more scheduled meetings, interviews, and/or workshops (virtual or in person as determined by Cisco).

Note: Cisco may include a non-exhaustive list of specific information needed in the Deliverable description sections under the heading “Additional Information to be Collected.”

- Information to be collected to provide the Services includes the following, as Cisco deems necessary:

4.1.4a – General Information

- Corporate strategy, business goals and objectives, business imperatives, strategic initiatives, and business drivers enabled by technology (e.g., Software Define Networking, Cloud, Digital, Virtualization).
- Customer requirements, strategy and objectives, priorities, alignment with business goals / initiatives, dependencies, success factors, and timeframe of Customer projects and Cisco Deliverables.
- Current deployment overview, priorities, timelines, and future plans such as consolidation, service expansion, and service evolution to align with requirements.

4.1.4b – Hardware and Software

- Deployed devices, system inventory, and Hardware levels.
- Serial numbers and firmware versions.
- Addressing (IPv4, IPv6).
- Planned or recent upgrades.
- Software requirements, release standards and conformance objectives, and selection process.
- Work practices for establishing and managing Software release standards, including grouping of Software releases into Customer-specific tracks.
- Deployed Software levels and conformance to Software release standards.
- Software testing, staging, deployment, troubleshooting, and maintenance process and procedures.
- Software migration triggers, implementation strategy, and methodology.
- List of features that require support by the Software or a specific Software version for review.

4.1.4c – Architecture Strategy, Design, and Tools

- Business and technical goals, strategic plans and imperatives, and relation to architecture strategy.
- Network, Services, applications, and how they are enabled and influenced by the strategy including their priorities, dependencies, and requirements.
- Business case and financial analysis model.
- Business and technical use cases supported by the future-state vision, objectives, and architecture strategy.
- Desired operational outcomes.
- Logical and physical architecture, high-level and low-level topology diagram with layers (network, compute, storage) Level 4 (L4) through Level 7 (L7) Service devices, application platforms, and WAN diagrams.
- Business and technical requirements for policy-enabled infrastructure.
- Current design and planned design.
- Proposed design change goals, plans, dependencies, and expected impact, including any risk and mitigation plans on Customer-deployed architecture, designs, processes, or application policies.
- Solution-oriented-goals, migration plan, schedule, dependencies, migration / implementation requirements, plans, and procedures.
- Future-state end-to-end architecture, strategy, business case, and requirements definition.
- Current and future infrastructure, Cisco Software application or Service Solution feature and functionality requirements, priorities, timeline, and planned changes related to design enhancements to meet business and operational goals.
- Software / Operating System (OS) feature and configuration data, and configuration policies.
- Prior audits and assessments.
- Standards, specifications, and sizing calculations.
- Feature and protocol design, selection, and configuration.
- Layer 2 and Layer 3 services strategy and specifications.
- Technology use cases and diagrams.
- Application traffic demands and requirements.
- Performance and capacity demands, requirements, reports, thresholds, trends, and sizing calculations.
- Operational process management capabilities, assessments, constraints, and challenges.
- Operations and NMS architecture.
- Security considerations, including threat, security risks, and mitigation considerations.
- Internal and external standards, and policy compliance requirements.

4.1.4d – Compliance and Remediation Tool

- Specific to the following Compliance and Remediation Deliverables:
  - Configuration Compliance and Remediation
  - Software Compliance and Remediation
  - Regulatory Compliance and Remediation
- Network device details including login credentials, location, current and target Software information, current configuration and remediated configuration information.
- Change-window plans, success criteria, and network devices selected per change window.
- Complete and accurate Customer’s Method of Procedures (MOP), pre-check and post-check documents, and Cisco-recommended best practices applicable to the change documented in the Cisco Change Implementation Review and Recommendation Report.

4.1.4e – Implementation / Change

- Priority and impact of proposed changes and change schedule.
- Operational and change management process, owners, and change-control policy / process.
- Maintenance windows and any other change-related constraints.
- Migration / implementation plan.
- Method of procedures (MOPs) and rollback procedures for changes (e.g., Hardware, Software, configuration, and application / tool).
- Process and procedures performed prior to and following a change.
- Change-related testing strategy, test plans, and testing results.
- Change-impact analysis.
- Change-control process and schedule.
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- Specific to Network Management and Orchestration, Data Center Orchestration and Automation, Network Service Orchestration, Software Defined WAN:
  - Management toolset Product(s) and Product versions to be upgraded.

4.1.4f – Validation and Testing

- Customer’s business goals, priorities, risks, goals and expectations of testing process, and any constraints or challenges.
- Customer’s test environment, capabilities, resources, constraints, and challenges.
- Customer’s current testing practices, operational practices, test tools, and lab strategy.
- Customer’s test objectives and related architecture design, configuration, and migration plans.
- Customer’s test plans and acceptance test criteria.
- Customer’s Solution-oriented testing goals, testing capabilities, current test automation platforms, and test automation needs and requirements.
- Customer’s test and integration validation requirements in support of software strategy, security goals and policies, compliance, workload placement, platforms, topology protocols, and configurations.
- Production device configurations for testing, if needed.

4.1.4g – Metrics Management

- Desired business outcomes from the IT Services provided by the IT Infrastructure.
- Key performance indicators (KPI), key quality indicators (KQI), performance and operational metrics, critical success factors, and thresholds that may be influenced or improved by Services.
- Customer’s goals, functional risk priorities, operational practices, and KPI reporting requirements, processes, thresholds, and systems.
- Metrics reporting including baseline, thresholds, and trends reports.
- Current or planned operational metric report tools and reporting dashboards.

4.1.4h – Operations Management

- Standard operating procedure Documentation and run books related to operational processes.
- IT Service Management (ITSM) process, owners, tool design, implementation, roles and responsibilities including but not limited to the following areas:
  - Change Management
  - Release and Deployment Management
  - Transition Planning and Support
  - Service and Validation Testing
  - Knowledge Management
  - Incident Management, Problem Management
  - Continual Service Improvement
  - Asset and Configuration Management
  - Service Level Management
- Operations and management architecture, objectives, and requirements.
- Operational collateral (e.g. run books) and workflows.
- Internal incident escalation process and contact information.
4.1.4i – Instrumentation Management

- Network Management goals and business requirements.
- Network architecture and design.
- Network Management Instrumentation architecture and design.
- Current and future-state design requirements, priorities, and goals.
- Network management instrumentation capabilities desired versus in use.
- Devices used to provide instrumentation and intended usage.
- Monitoring and management tools and reports.
- System-related performance, operational state / operational-related data, diagnostic information, and resource utilization data.

4.1.4j – Optical Networking

- Current and applicable Cisco ONS and Network Convergence System, Dense Wave Division Multiplexing (DWDM) network, and Cisco Transport Design (CTP) file(s).
- Redundancy and prioritization via quality of service.
- Service circuit restoration (if applicable).
- DWDM, Optical Transport Network (OTN), Synchronous Optical Network (SONET), Data Communications Network (DCN) and Metro Ethernet (such as VLANs, subnet isolation), network timing requirements, SONET and data integration readiness, and DCN architecture overlay.
- Node level software and hardware configuration.

4.1.4k – Wireless Networking

- Radio Frequency requirements, coverage, interference, and performance data.
- Access point (AP) locations, antenna types, frequency plan, and power levels versus the documented design.
- Subscriber / end-customer Service requirements.
- Subscriber Service-related technical Solutions.
- Subscriber mobility requirements.
- Vertical market / venue requirements.
- Analytics, location, security, and operational requirements.
- Current or planned project-specific requirements.
- Provisioning process.
- Wireless security policy and architecture.
- Physical layout of the site(s), including floor maps, site maps, site surveys, cabling, peripheral equipment, and power sources.
- Customer site physical security and building security layouts.
- Types of client devices.

4.1.4l – Network Management and Orchestration, Data Center Orchestration and Automation, NSO, SD-WAN, and SP Analytics and Assurance

- Business, operational, and technical goals and objectives to be supported by the management Solution architecture.
- Management Solution architecture model, functional management capabilities, and requirements (e.g., programmable ability, type of insights).
- Operational dependencies, integration, and compatibility requirements to be supported by the management Solution architecture.
- Management Software Solution functional risk priorities, application profile, operational practices, technology roadmaps, and infrastructure Solution testing and deployment capabilities.
- Management Software Solution, priorities, capabilities, processes, and maintenance objectives.
- **Specific to Cloud Management Automation / Service Orchestration:**
  - Service Orchestration / Management Automation strategy and toolset, along with associated workflows.
  - Business drivers enabled by the Solution.
  - Processes and roles.
  - Current and future process objectives and metrics.
  - Data, scripts, or internal tools the Cisco Engineer can use to assist in collecting data from the Customer operations environment (if requested).

### 4.1.4m – Unified Communications, Customer Care, Video Collaboration, Cloud Meetings and Messaging

- Collaboration protocol and dial-plan design(s).
- Application integration(s).
- **Specific to Adoption Support:**
  - Collaborate with Cisco to evaluate and execute adoption assessments.
  - Collaborate with Cisco to ensure the relevance and workability of all project activities.
  - Lead the implementation of the change management plan with guidance from Cisco.
  - Make existing organization communication channels available.
  - Facilitate communications with and access to stakeholders, especially executive sponsor.
- **Specific to Unified Communications:**
  - Customer voice and Network security requirements (business and technical).
  - Current Collaboration and Network security policy and state of implementation.
  - Voice traffic flows and voice network topology.
- **Specific to Customer Care:**
  - Unified Contact Center script Documentation developed by both Customer internal resources and third-party vendors for identified scripts to be reviewed by Cisco.
  - Call-routing script library, Call-flow diagrams, and skill-group configurations.
- **Specific to Video Collaboration:**
  - Video Collaboration infrastructure topology diagrams and information about the current video architecture, configuration of video devices, and security policies.
  - Video Collaboration business plans describing goals, objectives, growth, and metrics guidelines, which include Customer architectural and Network constraints.


- Business and information security goals, strategies for information security, and relation to business objectives.
- Information security charter, policies, standards, and other associated Documentation.
- Business-critical assets and known threats
- Security architecture, topology diagrams, policy and device configurations, and planned changes to security infrastructure.
- Corporate policy and procedures.
- Security policy and procedures, security governance process.
- Regulatory and contractual compliance requirements.
- Control selection and design Documentation based upon security standard and/or regulatory requirements.
- IT / Information security risk assessment(s) and audit reports.
- IT / Information security organizational structure and regulatory environment.
- IT Risk management processes, procedures, methodology, and use of automation.
- Customer’s risk management, compliance, and legal obligations for IT risk management.
- Customer’s operational risk management framework, enterprise risk management strategy, and the role IT plays.
- Risk management and information / application security policies, standards, and procedures.
- Data and system classification policies, guidelines, and inventories.
- Business and IT process Documentation, disaster recovery and incident response plans, system and infrastructure configurations, third-party contracts, and management reporting.
- Security measurement program capabilities, security metrics, operational processes, and management dashboards.
- Specific to Security Assessments:
  - Network / application requirements, business drivers, Service capabilities, process flows, and specific areas of concern related to data and security.
  - Network / application architecture business drivers, technical design, and deployment procedures.
  - Network / application systems, controls, policies, and procedures.
  - Available days and window of hours for testing.
  - Target identification information (e.g., Devices, IP addresses, hostnames, URLs).

### 4.1.5 – Cisco Tools

**Note:** This section 4.1.5 does not apply to Software listed on a Cisco Price List that must be purchased separately.

#### 4.1.5a – Data Collection Tools and Cisco-provided Software

- Provide certain Data Collection Tools Cisco identifies as appropriate for data collection during the Term of the Services. Data Collection Tools may or may not include Hardware or Software. Cisco shall retain full right, title, and interest to the Data Collection Tools. In addition to Cisco-provided tools, the Cisco Services Engineer may utilize Customer-provided data or Scripts, Cisco Partner tools, or internal tools to assist in collecting data from Customer Network. Software provided with Data Collection tools may only be used on that Data Collection Tool.
- Provide Partner Tools (Software or Appliance) as Cisco deems necessary.
- Install, configure, troubleshoot, and maintain premise-based Cisco Data Collection Tools on a Customer-provided virtual machine (VM).
- Perform regularly scheduled ninety (90) day maintenance updates of Data Collection Tools, security, and Rules Based Markup Language (RBML) packages.
- Critical updates deemed necessary by Cisco will be required to be implemented by Cisco within thirty (30) days of Customer notification.
If Cisco provides Customer with any Software or Scripts as part of the provision of Services then such Software and Scripts are provided incidental to the Services and are considered Cisco’s Confidential Information. Software and Scripts are licensed to Customer in accordance with the Master Agreement (as defined in the Glossary of Terms), or in absence of any applicable Software license provisions in the Master Agreement, then Cisco’s End User License Agreement located at http://www.cisco.com/go/eula. Cisco and its licensors retain sole and exclusive ownership of the Software and Scripts, including without limitation all intellectual property rights therein and in all modifications, enhancements and derivative works of the Software and Scripts.

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The Software may contain open source software subject to separate license terms. If you have any questions, or wish to receive a copy of any open source code to which you may be entitled under the applicable open source license(s), contact Cisco at external-opensource-requests@cisco.com.

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4.1.5b – Cisco Cloud Hosted Analytics and Insights Portal

Cisco Data Collection Tool is required to deliver portal features, insights, and recommendations.

Unless otherwise specified, conduct up to two (2) hourly Remote collaborative sessions per month with key Customer personnel to review key actionable insights from the Cisco Cloud Analytics and Insights Portal and determine next steps.

Assist Customer in account creation for the Portal.

Make content available for up to five (5) Customer personnel as Portal Administrators.

Assist Customer with populating device-to-location mapping data required to enable the Geolocation feature within the Portal for devices being monitored.

Provide preventative maintenance in accordance with Cisco’s normal maintenance schedules and procedures.

Provide technical assistance to the Customer as Cisco may deem necessary to properly provide the Portal.
4.1.5c – Cisco OnPrem Analytics and Insights Tool

- Provide Cisco OnPrem Analytics and Insights Tool (Software only) as Cisco identifies as appropriate for Network data collection and analysis during the Term of the Services.

Note: Cisco will require access to Cisco-approved and Customer-provided Hardware to install, update, and maintain the Cisco OnPrem Analytics and Insights Software.

4.1.5d – Compliance and Remediation Tool

- Specific to the following Compliance and Remediation Deliverables:
  - Configuration Compliance and Remediation
  - Software Compliance and Remediation
  - Regulatory Compliance and Remediation
- Install, maintain, and configure Cisco Network Manager to utilize information from Cisco Data Collection Tool.
- Create a customized dashboard view to the Customer in the Network Configuration and Change Management (NCCM) Software.

4.1.6 – Learning Library

The following responsibilities apply to Technical Knowledge Library (TKL) and Cisco Platinum Learning Library (CPLL):

- Assist Customer in account creation for the Learning Portal.
- Host content and provide preventative maintenance in accordance with Cisco’s normal maintenance schedules and procedures.
- Troubleshoot technical issues related to the portal
  - TKL submit to tkl-support@cisco.com
  - CLL submit to ask_cpll@cisco.com
- Provide technical assistance to Customer as Cisco may deem necessary to properly provide the Services.

4.1.7 – Transformation Management Office

- Designate Cisco Transformation Management Office (TMO) Portfolio Manager to act as the primary interface to the Customer for coordinating and managing TMO activities and Cisco resources delivering TMO.
- Participate in regular visits to meet with the Customer in person, as determined by the TMO Portfolio Manager, to review project status.
4.2—General Customer Responsibilities

SECTION NAVIGATION

General Customer Responsibilities includes the following responsibilities, each bookmarked for easier navigation:

- 4.2.1 – Additional Limitations
- 4.2.2 – Personnel
- 4.2.3 – Meetings, Communication, and Collaboration
- 4.2.4 – Documentation and Information Requests
  - 4.2.4a – General Information
  - 4.2.4b – Network, Application, and Services
  - 4.2.4c – Design, Testing, and Implementation
- 4.2.5 – Cisco Tools
  - 4.2.5a – Cisco Data Collection Tools
  - 4.2.5b – Cisco Cloud Hosted Analytics and Insights Portal
  - 4.2.5c – Cisco OnPrem Analytics and Insights Tool
  - 4.2.5d – Platform Insights and Software Lifecycle Management
- 4.2.6 – Technical Knowledge Library
- 4.2.7 – Technical Assistance Center
- 4.2.8 – Process and Procedures
- 4.2.9 – Policies, Access, and Safety
- 4.2.10 – Transformation Management Office
- 4.2.11 – Service Termination

4.2.1 – Additional Limitations

- Customer is solely responsible for the determination and implementation of its Network design, business, regulatory compliance, security, privacy, and other requirements, and Cisco is not responsible or liable for any failure to meet such requirements.
- Services are provided to Customer in support of initiatives and activities described herein, and Cisco shall not assume any cost or schedule liabilities.
- In the event the Network composition is altered after this Service Description is in effect, Customer is responsible to notify Cisco in writing within ten (10) days of the change; Cisco may require modifications to the fee if the Network composition has increased beyond the original pricing in the Quote for Services.
4.2.2 – Personnel

- Designate a program manager ("Customer Program Manager") to act as the single-point-of-contact to which all Cisco communications may be addressed, and who has an appropriate level of applications and Network experience. Such person shall act as Customer’s host for On Site assessment activity to coordinate facility access, conference rooms, phone access, and staff scheduling.
- Designate a backup when the Customer Program Manager is not available.
- Identify a project sponsor with responsibility for completion of the project and the authority to make decisions concerning execution of the project.
- Designate a project manager ("Customer Project Manager") to schedule stakeholder meetings and fulfill information, data, and Documentation requests in a timely manner as reasonably required by Cisco to perform its responsibilities for the Services.
- Provide the Cisco Project Manager with a list of designated Customer roles and responsibilities for the Deliverables.
- Designate at least two (2) but not more than six (6) technical representatives, who must be Customer employees in Network engineering, Network support, Network security, Data Center, and Collaboration technologies, to act as the primary technical interface to the Cisco-designated engineer(s).
- Designate as contacts senior engineers, stakeholders, and decision-makers to participate, with the authority to make any necessary changes to the Network device configuration. One individual, who shall be a senior member of management or technical staff, will be designated as Customer’s primary point-of-contact to manage the implementation of Services under this Service Description (e.g., chairing weekly conference calls and assisting with prioritization of projects and activities).
- Provide designated person(s) with instructions on process and procedure to initiate cases and access and engage the Cisco Services Engineer.
- Ensure key personnel from business, architecture planning and design, engineering, administrative, operations, and security discipline(s) are available during the course of the Services to provide timely information and participate in scheduled information-gathering sessions, interviews, meetings, and conference calls.
- Ensure appropriate business and IT stakeholders participate with Cisco in the presentation, review, and acceptance of Deliverables.
- Ensure key stakeholders’ timely review, approval, and execution of recommendations provided by Cisco Services.
- Provide designated contact to handle all Cisco Product Security Incident Response Team (PSIRT) related announcements.
- Provide a single point-of-contact to Customer service desk for escalation-related support.
- For Specialized Knowledge Sessions, Customer is responsible for its own costs incurred for a session delivered at a Cisco office. If Customer requests a designated remotely delivered knowledge session to be delivered onsite at a Customer site, Customer is responsible for Cisco’s costs to deliver the session onsite.
4.2.3 – Meetings, Communication, and Collaboration

- Ensure key stakeholders’ participation with Customer’s business, engineering, technical, security, administrative, and operations personnel during the course of the Services, including meetings, interviews, workshops, and review of findings.
- Participate in regular meetings (typically weekly, or as required by the Cisco Project Manager) either via phone or in person to review progress of Deliverables, activities, and plan for next quarter.
- Participate in regular conference calls (typically weekly, or as required by the Cisco Operations Manager) for open Cisco Technical Assistance Center (TAC) case reviews.
- Provide Cisco with access to suitable office facilities for meetings, interviews, knowledge transfer sessions, workshops, and facilitated sessions for work being conducted at the Customer’s location.
- For Services performed On Site, Customer will make office facilities available for Cisco personnel, as necessary. This includes desks with telephone, building access, and appropriate connection to the Customer Network and the Internet.
- Utilize communication and Collaboration tool(s) provided by Cisco. If Customer uses non-Cisco-provided Collaboration tools for hosting meetings, managing Documentation, instant messaging, desktop sharing, and collaborative spaces, Customer shall provide Cisco with access.
- Create and manage an internal email alias for communication with Cisco.
- Schedule facilities and equipment required for delivering knowledge transfer sessions.

4.2.4 – Documentation and Information Requests

- Provide relevant information to Cisco that is up-to-date and valid for Customer’s current environment; Customer acknowledges that Cisco will rely on such information to provide the Services.

Note: Cisco may include a non-exhaustive list of specific information needed in the Deliverable description sections below, under the heading “Additional Information to be Collected.”

- Unless otherwise agreed upon by the parties, Customer will ensure that Cisco’s request for relevant information or Documentation required to provide the Services is provided to Cisco within five (5) Business Days of Cisco’s request, or, if five (5) Business Days is not reasonably practical, Customer will promptly notify Cisco of the date by which Customer will fulfill Cisco’s request.
- Respond within three (3) Business Days of Cisco’s request for supplementary Documentation or information, unless otherwise agreed upon by the parties.
- Provide feedback, comments, and requests for revisions to Cisco during scheduled conference calls or via written request within two (2) business days of Cisco’s request.
- Notify Cisco of and provide requirements and information applicable to the Services and Deliverables, including the following:

4.2.4a – General Information

- Company business goals and strategies, objectives, growth, and metrics guidelines related to the projects and Services.
- Organizational structure, business units, and functions.
- Project charter, schedule, and roles and responsibilities.
- Upgrades or changes to the design within the last twelve (12) months.
- Any service level agreements and/or service level objectives for Infrastructure and Application Services including performance, security, recovery time, objectives, and requirements.
4.2.4b – Network, Application, and Services

- Applications and Services running over the Network.
- Applications that are mission-critical and Customer’s priority schemes.
- Expected Network and Services growth and application mix changes.
- Impact of changes in growth / downsizing on capacity requirements, any planned changes in current business model, or any other issues related to capacity.
- Planned changes, new technology applications, or major design changes (short-and long-term).
- Plans for business continued, consolidation (e.g., infrastructure, applications resources), and virtualization.

4.2.4c – Design, Testing, and Implementation

- How Customer’s Network is or is planned to be built and engineered to meet Customer’s specific set of technical requirements, including, but not limited to design and scalability goals, security, instrumentation and management, Solution components such as Hardware and Software releases, build-out plans, implementations plans, and test plans as required for specific Services.
- Design documents, planned designs, current and planned traffic characteristics, and further growth requirements including expected changes.
- Customer implementation plans and/or deployment schedules.
- Certification and lab testing process for Hardware, Software, Network Services, Application Services, Security, and Management Solutions.
- All necessary information to enable Cisco to perform root cause analysis.

Note: Customer acknowledges that, under these Services, Cisco is not responsible for migrating content (including documents, emails, and reports of Services) to Customer-specific forms, documents, and templates.

4.2.4d – Specialized Knowledge Session

- At least forty-five (45) days in advance of a session provide a list of participants, their role and function as it relates to the focus of the session.

4.2.5 – Cisco Tools and Cloud Portals

- Provide support to Cisco team to collect needed information for performance and optimization Services that may or may not use automated tool(s).
- Provide list of Cisco.com Customer user IDs to be entitled as required to enable access by Customer to any Customer-accessible portal or online component throughout the Services contract duration.
- Participate in training and/or feedback sessions with Cisco team to enable Cisco to understand the needs of Customer’s personnel authorized to view content (“Authorized Viewers”) for the Portal.
- Customer is responsible for the use of the Cisco Cloud Hosted Analytics and Insights Portal and other Cisco-hosted services that may be provided as set forth in this Service Description, by Customer personnel, partners or others designated by or for Customer. Such use is subject to the Universal Cloud Terms located at [http://www.cisco.com/c/en/us/products/universal-cloud-agreement.html](http://www.cisco.com/c/en/us/products/universal-cloud-agreement.html), which is incorporated herein by reference (excluding the term and renewal provisions therein). If there is a conflict between this Service Description, the Master Agreement and the Universal Cloud Terms, then the order of precedence to resolve that conflict is the Service Description, Master Agreement and then the Universal Cloud Terms.
Note: In addition to Cisco-provided tools and portal(s), the Cisco Network Consulting Engineer may utilize Customer-provided data, scripts, or internal tools to assist in collecting data from the Customer Network.

- **Specific to equipment and tools for Security Assessment testing:**
  - Allow Cisco equipment and tools to be placed on and used against the target environment.
  - Provide Cisco with approval to conduct testing and automated scanning on environments within the scope of the Services provided (obtained from Digital Profile or provided by the Customer).

### 4.2.5a – Cisco Data Collection Tools

- Ensure that Data Collection Tools or scripts are under lock and-key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access them and/or a need to know the contents of the output of Data Collection Tools.
- In the event the Data Collection Tool provided by Cisco is Software, Customer agrees to provide network-connected VM that meets or exceeds system requirements for premise-based Cisco Data Collection Tools.
- Remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer’s custody.
- Acknowledge and agrees that Cisco shall retain full right, title, access and interest to the Data Collection Tools and all Portals as set forth herein, including Cisco Cloud Hosted Analytics and Insights Portal and Cisco Wi-Fi Insights Portal.
- If Cisco determines a Partner Tool (Appliance) is required, Customer must provide rack / stack and Network connectivity readiness for such Partner Tool, including cabling and PRI span connectivity and configuration, such as framing and signaling parameters.
- **Initial Setup (One Time):** If Cisco provides Data Collection Tools or scripts located at Customer’s site, an initial setup is required, and Customer must perform the following:
  - Complete the Data Collection Tools installation and system configuration questionnaire(s) (i.e., IP address, netmask, hostname, etc.) and return to the Cisco Network Consulting Engineer.
  - Install the Data Collection Tools Hardware in a secure area with controlled physical access.
  - Connect the Data Collection Tools Hardware to the Network.
  - Secure the Data Collection Tools behind Customer’s corporate firewall.
  - Provide access to Data Collection Tool APIs, if Cisco deems necessary.
  - Provide access to Data Collection Tools for use by Cisco to download Software required to complete installation and configuration. For Remote access, SSH, Telnet, and/or dial-up are options, but virtual private network (VPN) access to the Graphical User Interface (GUI) is preferred and recommended.
  - Provide Data Collection Tools with SNMP and Command Line Interface (CLI) access to all Product(s) in the Network, which is necessary to facilitate collection of inventory, configuration information, serial numbers, and Product IDs.
  - Provide Data Collection Tools with the Network Product list in seedfile format containing SNMP Read Only (RO) community string and CLI (vty/enable or TACACS user IDs / password) for access to all Product(s) in the Network (necessary to create the Data Collection Tools seedfile).
  - Provide syslog server and upload information.

- **Data Collection Tools Management (Ongoing):** In the event Data Collection Tools are installed on Customer’s Network, the following items must be performed as scheduled in order to support the operation of Data Collection Tools in the Customer Network:
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- Regularly scheduled ninety (90) day maintenance updates consists of the following responsibilities:
  o Notify Cisco a minimum of thirty (30) days in advance a date and time for a regular scheduled two (2) hour maintenance window for Cisco to perform required updates.
  o Provide VPN access to data collection tools GUI.
  o Provide SSH access to data collection tools command line interface.
  o Provide SSH access to the nettools-upload.cisco.com server to support the transfer of Data Collection Tools updates, security updates, and Rules Based Markup Language (RBML) update packages.
  o Provide HTTPS (SSL) access back to Cisco CCO/CCX servers located at https://nettools-upload.cisco.com.

- Other maintenance and remediation activities consists of the following:
  o Provide a date and time for a scheduled two (2) hour change window for Cisco to implement required critical update(s) within thirty (30) of Cisco notifying the Customer.
  o Provide access to Data Collection Tools for use by Cisco to troubleshoot; for Remote access, SSH, Telnet, and/or dial-up are options, but VPN access to the GUI is preferred and recommended.
  o Notify Cisco about changes made to the Network, such as Product(s) added / deleted and changes made to Product credentials.
  o Fix access problems (e.g., Access Control Lists, firewall) that may periodically occur between Data Collection Tools and the Product(s) in the Network.
  o Customer must fix data communication problems within ten (10) days of Cisco notifying Customer a communication problem is preventing Data Collection Tools from uploading data to Cisco, or preventing Remote maintenance of the Data Collection Tools.
  o Notify the Cisco Network Consulting Engineer when changes are made to Syslog, DNS, proxy, and gateway servers’ IP addresses.

4.2.5b – Cisco Cloud Hosted Analytics and Insights Portal

- Customer is responsible for testing access to the Portal interface.
- Customer is responsible for security, Network connection, IP address assignment, and any required firewall or Access Control List changes required on Customer’s Network in order for the end users to access the Portal.
- Designate and provide list of up to five (5) persons as Portal Administrators to be responsible for management of Portal accounts.
- For the Customer Portal Administrators, provide onboarding information as follows: contact name, title, email IDs, email address, telephone number, and email address of primary and secondary team lead or manager.
- Participate in collaborative sessions with Cisco to discuss Cisco recommendations.
- Notify Cisco of any technical support requests or troubleshooting issues related to the Portal.
- Provide Cisco with current and accurate device-to-location mapping data to enable Geolocation feature within Portal for devices being monitored.

4.2.5c – Cisco OnPrem Analytics and Insights Tool

- Acknowledge and agree to purchase, install, and make available Cisco-supported Hardware for Cisco OnPrem Analytics and Insights Tool (Software only provided by Cisco) within thirty (30) days of commencement of the Services.
• Acknowledge and agree to maintain Cisco-approved Hardware and Hardware support and maintenance contract(s) separate from Services purchased under this Service Description.
• Acknowledge and agree that Cisco shall retain full right, title, and interest to the Cisco OnPrem Analytics Software as set forth herein.
• Provide, install, maintain, and grant Cisco Remote and physical access to Cisco-approved UCS Hardware that will be used by Cisco to operate the Cisco OnPrem Analytics and Insights Tool; only Cisco personnel will have access to the Cisco OnPrem Analytics and Insights Tool Software.
• Customer shall remain responsible for any damage to or loss or theft of the Cisco OnPrem Analytics and Insights Tool while in Customer’s custody. Customer shall ensure that such Cisco OnPrem Analytics and Insights Tool is under lock and key, with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Cisco OnPrem Analytics and Insights Tool and/or a need to know the contents of its output.
• Initial Setup (One Time): If Cisco OnPrem Analytics and Insights Tool is located at Customer’s site, an initial setup is required, and Customer must perform the following:
  - Complete the Cisco OnPrem Analytics and Insights Tool installation and system configuration questionnaire(s) (i.e., IP address, netmask, hostname, etc.) and return to the Cisco Network Consulting Engineer.
  - Install the Cisco OnPrem Analytics and Insights Tool Hardware in a secure area with controlled physical access.
  - Connect the Cisco OnPrem Analytics and Insights Tool Hardware to the Customer Network.
  - Secure the Cisco OnPrem Analytics and Insights Tool behind Customer’s corporate firewall.
  - Provide access to Cisco OnPrem Analytics and Insights Tool for use by Cisco to install, troubleshoot, maintain and produce Deliverables described within the Service Description; for Remote access, SSH, Telnet, and/or dial-up are options, but VPN access to the Cisco OnPrem Analytics and Insights Tool is preferred and recommended.
  - When applicable, provide access to the Cisco OnPrem Analytics and Insights Tool to support the transfer of Cisco OnPrem Analytics Software patches, security patches, and RBML update packages.
  - Provide Cisco OnPrem Analytics and Insights Tool with SNMP and Command Line Interface (CLI) access to all Product(s) in the Network (necessary to facilitate collection and analysis of inventory, Software, and configuration information).

4.2.5d – Platform Insights and Software Lifecycle Management

Platform Insights and Software Lifecycle Management Deliverables consist of reports and features provided via the following three (3) delivery types:

• Type 1 – Manual or Cisco Data Collection Tool-Delivered Reports: Information is collected and analyzed, and report(s) of the findings and recommendations produced using one or more of the following delivery methods:
  - Cisco Data Collection Tools
  - Cisco Software Risk Analysis Tool
  - Third-party tool(s)
  - Questionnaire and/or worksheet

• Type 2 – Cisco-Hosted, Portal-Delivered Features and Reports: Information is collected via Cisco Data Collection Tool and analyzed and ongoing actionable insights and recommendations are delivered via Cisco Cloud Hosted Analytics and Insights Portal features and reports.
Type 3 – Cisco OnPrem Tool Delivered Reports: Information is collected via Cisco OnPrem Analytics and Insights Tool and analyzed, and report(s) of the findings and recommendations produced.

For the above Deliverables and Delivery Types, refer to the Cisco Business Critical Services for Operations which provides details on the reports, features, and supported technologies.

For each Platform Insights and Software Lifecycle Management report and/or feature purchased, the Quote will specify the Delivery Type (e.g., Type 1, Type 2, or Type 3) and the supported technology.

4.2.6 – Learning Library

The following responsibilities apply to Technical Knowledge Library (TKL) and Cisco Platinum Learning Library (CPLL):

- Customer is responsible for security, Network connection, IP address assignment, and any required firewall or Access Control List changes required on Customer’s Network in order for the end users to access the portal.
- Customer is responsible for testing access to the portal interface.
- Provide onboarding information as follows: contact name, title, address, telephone number, and email address of primary and secondary team lead, email IDs, and name of the Authorized Viewers who will need access to the portal.
- Specific to TKL: Install the Digital Rights Management (DRM) Software on as-needed basis, which allows viewing the DRM-protected content on the portal.
- Notify Cisco of any technical support requests or troubleshooting issues related to the Learning Library Services by sending an email to the following Cisco team:
  - TKL submit to tkl-support@cisco.com
  - CLL submit to ask_cpll@cisco.com

4.2.7 – Technical Assistance Center

- Customer’s technical assistance center shall maintain centralized Network Management for its Network supported under this Service Description, capable of providing Level 1 and Level 2 support.
- Promptly notify Cisco of any known issues, recent outages, and/or Cisco TAC case escalations.
- Customer is responsible for proactively opening any cases with vendor’s technical assistance center before or during a change window (e.g., Cisco TAC).
- Customer is responsible for performing diagnostics with vendor’s technical assistance center (e.g. Cisco TAC) prior to contacting Cisco Network Consulting Engineer for support.
- Provide access to any information required by vendor’s technical assistance center to troubleshoot and resolve an issue; vendor’s technical assistance center is responsible for the resolution and closure of all cases.
- Designate person(s) from within its technical support organization to serve as a liaison to the Cisco-designated Engineer.
- Provide Customer-designated person(s) with instructions on the process and procedure to engage the Cisco-designated Engineer.
- Complete list of contacts, job descriptions, roles and responsibilities, policy and procedures for Customer’s incident handling and escalation process.
4.2.8 – Process and Procedures

- Maintain overall responsibility for any business process impact and any process change implementations.
- **Specific to Deliverables that support Configuration and Software Change:**
  - Customer shall ensure configuration and/or Software changes are reviewed and aligned with Cisco best practices and recommendations provided to Customer within the Services, through Deliverables such as Platform Audit and Software Lifecycle Management, prior to a request for Cisco Services Engineer in support of a change.
  - Submit a detailed request and schedule to Cisco prior to any request to Cisco Services Engineer for a scheduled change.
  - Perform backups of configurations before implementing changes.
  - Ensure that Customer has an approved change request prior to a scheduled change window.
  - Provide Cisco with change-window details prior to a scheduled change.
  - Participate in post-change reviews or post-mortems following a scheduled change supported by Cisco Services Engineer to assist with the continuous improvement of Customer’s Change-Management process.
  - Perform all change-related activities, with Cisco providing Remote support as needed.
- Ensure contracts with Customer’s own vendors, end users, and third parties are fully executed and reflect the correct terms to enable Services delivery.
- Customer shall notify Cisco of its standard operating procedures related to its business practices, as well as its internal operational nomenclature, in order to allow Cisco to effectively communicate and discuss cases with Customer in the context of Customer’s business environment.
- Notify Cisco of any Hardware and/or Software upgrades, scheduled implementation activities or other changes within the Customer environment that might affect the performance of Services and/or Deliverables at least ten (10) days in advance of scheduled change activity or upgrade.
- Notify Cisco of any installation scheduling changes at least seventy-two (72) hours prior to the originally scheduled date.
- Notify the Cisco Project Manager of any Customer-requested schedule changes at least ten (10) Business Days prior to the scheduled activity, or, if ten (10) Business Days is not reasonably practical, then the Cisco Project Manager will assess the scheduled change and implication upon receiving timely notification from the Customer.
- Collaborate at Cisco’s request for Services provided by Cisco to define project scope and project schedule, identify Customer key stakeholders and personnel and their availability, and define work breakdown structure and initiation of project kickoff meeting and/or workshop.

4.2.9 – Policies, Access, and Safety

- Provide Cisco with access to appropriate building access and badges, workspace, meeting space, telephone, and LAN access for team members.
- Provide proper security clearances and/or escorts as required to access Customer's facility.
- Supply the workplace policies, conditions, and environment in effect at Customer’s facility.
- Provide any required safety and security training, if applicable.
- Provide uninterrupted electronic access (On Site and Remote) to Cisco devices to allow the designated Cisco Services Engineer to perform any of the following without interruption:
  - Analysis of features and configurations.
- Assessment of security controls implemented.
- Assessment of tuning parameters.
- Support during a scheduled change.
- For Test Services conducted On Site, provide Cisco personnel with access during Standard Business Hours to designated Customer Lab facilities.

### 4.2.10 – Transformation Management Office

**Note:** Cisco will require a schedule extension of up to sixty (60) days for any personnel change requests made by Customer.

- Customer will implement Cisco’s recommendations on processes, tools, skills and organizational roles to effectively improve its performance objectives.
- Understand and agree that Customer is responsible for ensuring that they have the resources available to fulfill the Customer’s obligations detailed herein in a timely manner. In the event that the Customer is unable to provide the necessary resources, or, for any reason whatsoever, is unable to perform its obligations in a timely manner and Cisco is unable to perform the obligations described herein, the Customer acknowledges and accepts that Cisco will not be liable for the completion of any Services (as well as their dependencies) which are dependent on the timely performance of the Customer’s obligations.
- Customer executive support must ensure full cooperation from the Customer Steering team to work closely with Cisco team, positively promote the initiative’s benefits, and remove any organizational roadblocks.
- Customer steering team shall articulate business expectations and priorities that are clearly understood by the Cisco team and other stakeholders.
- Customer’s steering team must facilitate resolution of issues and decision within five (5) Business Days of issues and decisions that cannot be agreed upon or resolved by the transformation governance team.
- Serve as the interface between Cisco and all Customer’s departments participating in the project.
- Provide overall direction and management, including assigning and directing work to Cisco resources.
- Resolve deviations from the estimated schedule in conjunction with Cisco Service Delivery Management resources.
- Help resolve and escalate project issues within Customer’s organization.
- Customer shall perform all Customer-assigned tasks according to the agreed-upon schedule. Customer shall notify the Cisco TMO Portfolio Manager in a timely manner when tasks will be delayed to jointly assess risks and impact and agree upon a revised completion date.
- Authorize in a timely manner tasks that impact resource utilization.
- Ensure that systems and programs meet the requirements of any applicable country laws, regulations, and statutes to which Cisco personnel will have access during delivery of Services.

### 4.2.11 – Service Termination

- Customer must return all associated Cisco materials (Hardware, Software, and Documentation), and cease all use of Cisco hosted Portals, provided as part of Services to Cisco immediately upon expiration or termination of Services.
5—CISCO EXPERT CARE SERVICES - SERVICE LEVEL AGREEMENT (SLA)

This section sets forth the terms and conditions related to Service Level Agreement (SLA) that is a part of Cisco Expert Care Services. The conditions under Section 5.5 Conditions must be met for Cisco Expert Care Service Level Agreement.

The following Cisco Expert Care SLAs are included:

- **Response Time SLA**
  - Measures Cisco Expert Care Service Response time performance and sets defined response time target for Severity 1 and Severity 2 cases.

- **Restoration Time SLA**
  - Measures Cisco Expert Care network restoration time and sets defined restoration times for Severity 1 and Severity 2 cases.

If previous SLAs are in place between the parties for Response Time and Restoration Time (Existing SLAs) and Customer renews with a comparable level of Cisco Service capabilities including Cisco Expert Care Services, then the terms of the Existing SLAs shall control, provided that such Existing SLAs are contained within a current signed agreement.

**Exclusion specific to Cisco Classified Network Support Service**

- Cisco Expert Care Service Level Agreement is not available for Cisco Business Critical Services Classified Network Support Service defined under Section 3.5 of Cisco Business Critical Services for Operations.

**SECTION NAVIGATION**

Cisco Expert Care Service Level Agreement includes the following terms and conditions, each bookmarked for easier navigation:

- 5.1 – Purpose
- 5.2 – Definitions
- 5.3 – Responsibilities of Cisco
- 5.4 – Responsibilities of Customer
  - 5.4.1 - Procedure
  - 5.4.2 – Response Time
  - 5.4.3 – Restoration Time
  - 5.4.4 – Service Credits
- 5.5 - Conditions
- 5.6 – Term and Termination
- 5.7 – End of Life
5.1 – PURPOSE

The purpose of the Cisco Expert Care SLA is to help the parties monitor and evaluate Cisco’s performance of its obligation in responding to the Customer and assisting the Customer to resolve Severity 1 and Severity 2 Service requests related to Products covered by this SLA. As described in more detail, the parties expect to meet Response Time and Restoration Time performance objectives in more than 95% of such Service requests, respectively.

5.2 – DEFINITIONS

a) “Commencement Date” means the date on which the first Measurement Period begins, which will be the first day of the calendar month following Cisco’s acceptance of the purchase order which must comply with the required Deliverables set forth under Section 5.5 Conditions.

b) “Measurement Period” means each non-overlapping three (3) month period after the Commencement Date.

c) “On Time Service Event” means a Service Event in which: (i) the Response Time is within the Response Time Obligation, or “(ii) the Restoration Time is within the Restoration Time Obligation.

d) “On Time Percentage” means the ratio between: (i) the number of On Time Service Events during a given Measurement Period to (ii) the number of total Service Events during the same Measurement Period, multiplied by 100.

e) “Response Time” for a Service Event means the time period commencing upon creation of a TAC Service request and ending when the Cisco Engineer has contacted a Customer representative.

f) “Response Time Obligation” is a Response Time of 15 minutes or less for Severity 1 Service Events and 30 minutes or less for Severity 2 Service Events.

g) “Restoration Time” for a Service Event means the time period commencing upon creation of a TAC Service request and ending when Cisco provides the technical information which, when implemented, will restore the Cisco Product to a satisfactory, usable level of functionality.

h) “Restoration Time Obligation” is a Restoration Time of four (4) hours for a Severity 1 Service Event, and eight (8) hours for a Severity 2 Service Event. The metrics associated with any Third Party Product as defined in the applicable Cisco Service Description, or with Cisco’s delivery of a Field Replaceable Unit (FRU) or Field Engineer (FE), are not covered by this Restoration Time Obligation.

i) “Service Credit” means the amount in U.S. dollars that Cisco will provide to Customer as a credit toward future purchases in the event that Cisco fails to meet the Response Time or the Restoration Time On-Time Percentage for a given Measurement Period, as set for in Section 5.5 Conditions.

j) “Service Event” means a Customer contact with Cisco Expert Care resulting in the creation of a Severity 1 or Severity 2 TAC Service request as defined in Cisco’s standard Severity and Escalation Guidelines.
k) “SLA Product List” means the list of Cisco Products that are subject to this SLA, as set forth in Service contract, and supported by the required Deliverables under Section 5.5 Conditions.

5.3 – RESPONSIBILITIES OF CISCO

Cisco Responsibilities under this SLA are as follows:

(a) Cisco will perform the Services as described by the required Deliverables under Section 5.5 Conditions.

(b) Cisco will update and maintain the SLA Product List based on information provided by the Customer.

(c) Cisco will provide Service Credits to Customer, if applicable, within thirty (30) days of receiving Customer’s written request per Section 5.5 Conditions below, provided however, such Service Credits will not be provided if other Service Credits are provided to Customer related to the occurrence that gave rise to the Service Credits being payable herein.

5.4 – RESPONSIBILITIES OF CUSTOMER

Customer’s responsibilities under this SLA are as follows:

5.4.1 – PROCEDURE

Following the end of each Measurement Period, Cisco will provide a report to Customer containing the Response Time and the Restoration Time calculations shown in Sections 5.4.2 and 5.4.3 below.

(a) Within thirty (30) days after receiving such report, Customer will request in writing the appropriate credits from Cisco in the event Customer has purchased the required Deliverables under Section 5.5 Conditions.

(b) Except for reporting described in Section 5.4(A), the entire section 5.4 only applies if Customer has purchased the Services directly from Cisco and does not apply if Customer has purchased the Services through a Cisco Authorized Reseller. Any credits applicable to Customer would be addressed under a separate agreement between Customer and the Cisco Authorized Reseller from whom Customer purchased the Services.
5.4.2 – RESPONSE TIME

If there are at least twenty (20) Service Events during any Measurement Period and the On Time Percentage for Response Time during such Measurement Period is less than 95%, then Cisco will provide Customer a Service Credit equal to $500 multiplied by the number of Service Events that Cisco did not meet the Response Time Obligation below the 95% threshold.

For example, if the number of Service Events during a measurement Period is 300, and the number of On Time Service Event for Response Time is 265, then the Service Credit due to Customer during that Measurement Period is calculated as follows:

Example – Service Credit Calculation

- The 95% On Time Threshold = (300*.95) or 285 On Time Service Events
- Number of On Time Service Events below threshold = 285 less 265, or 20 Service Events
- Service Credit = ($500*20) or $10,000

If there are fewer than twenty (20) Service Events during a Measurement Period, then Cisco will provide Customer a Service Credit equal to $500 for each Service Event in which Cisco fails to meet the Response Time Obligation during that Measurement Period, excluding the first Service Event.

5.4.3 – RESTORATION TIME

If there are least twenty (20) Service Events during any Measurement Period, and the On Time Percentage for Restoration Time during such Measurement Period is less than 95%, then Cisco will provide Customer a Service Credit equal to $1500 multiplied by the number of Service Events that Cisco did not meet the Restoration Time Obligation below the 95% threshold.

For example, if the number of Service Events during a Measurement Period is 30, and the number of On Time Service Event for Restoration Time is 25, then the Service Credit due to Customer during that Measurement Period is calculated as follows:

Example – Service Credit Calculation

- The 95% On Time Threshold = (30*.95) or 29 On Time Service Events
- Number of On Time Service Events below threshold = 29 less 25, or 4 Service Events
- Service Credit = ($1500*4) or $6,000

If there are fewer than twenty (20) Service Events during a Measurement Period, then Cisco will provide Customer a Service Credit equal to $1500 for each Service Event in which Cisco fails to meet the Restoration Time Obligation during that Measurement Period, excluding the first Service Event.

5.4.4 – SERVICE CREDITS
The Service Credits described in Section 5.4 will be Customer’s sole and exclusive remedy and the entire liability under this SLA of Cisco and its suppliers for any failure to achieve the On Time Percentages set forth in this SLA.

(a) The maximum credits issued by Cisco to Customer under this SLA for any single Measurement Period will be 5% of the aggregate Service fees paid received by Cisco for the required Deliverables under Section 5.5 Conditions. The aggregate Service fee is the fee associated with following Description and SKU in the Quote:

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(b) In no event will the total quarterly Service Credits under this SLA and any other Service Level Agreement between Cisco and Customer exceed 5% of the aggregate quarterly fees paid by Customer to Cisco for all Services to be required to be purchased under Section 5.5 Conditions and such other Service Level Agreements for such period.

(c) The credits issued under this SLA may be applied by Customer only toward the purchase of Cisco Services during the twelve (12) month period following issuance. Credits may not be redeemed for any refund, used to set off any amounts payable to Cisco, or transferred to any other party.

### 5.5 – CONDITIONS

Cisco will be responsible for issuing Service Credits under this SLA only if all of the following conditions are met:

(a) Customer uses the network in a manner consistent with published specifications, including its environmental specifications.

(b) Throughout the term of this SLA, Customer must comply with all of the following:

   The Customer must maintain the minimum the required Deliverables for Cisco Expert Care Service Response Time and Restoration Time Services which includes the following Cisco Business Critical Services for Operations Deliverables:

   - Cisco Expert Care
     - 2.3.7 Incident Management
     - 2.3.9a Problem Management- High-Touch Technical Support

(c) Customer notifies Cisco in writing ten (10) business days in advance of any Product on the SLA Product List that is to be modified, including upgrades or changes to components beyond the original configuration, and complies with Cisco’s reasonable recommendations.

(d) Customer on a timely basis (i) provides Cisco with necessary personnel and physical access to Customer facilities and remote network access to Products in the SLA Product List as needed, and (ii) implements Cisco’s recommended changes, to enable Cisco to perform under this SLA.
(e) Customer initiates all Severity 1 and Severity 2 requests directly with the Cisco High-Touch Technical Support team via Cisco provided phone number.

### 5.6 – TERM AND TERMINATION

The term of this SLA is twelve (12) months from the Commencement Date. Notwithstanding any longer term of the Agreement to which this SLA is attached, the term of this SLA shall expire upon the earlier of (i) the expiration or termination of the Cisco Expert Care Services and [required Deliverables specified under Section 5.5 Conditions](#) or (ii) twelve (12) months from the effective date of this SLA. This SLA shall be renewable only upon written agreement signed by both parties. Notwithstanding the above, this SLA will terminate: (a) automatically upon expiration or termination of the Agreement, or (b) upon mutual written agreement by the parties.

### 5.7 – END OF LIFE

This SLA will cover Products beyond the End of Sale date only where Cisco and Customer have a mutually agreed plan executed in writing for the support and SLA coverage after such End of Sale. Under no circumstances does this SLA apply to any Product beyond the End of Support date.