



Service Description: Cisco Classified Network Support (CNS) Services (U.S. only)

This document describes Cisco Classified Network Support (“CNS”) Services. These services are only available in the United States.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) or equivalent services agreement executed between you and Cisco. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Classified Network Support Services at the end of this document have the meaning ascribed in the MSA or equivalent services agreement between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

Sale from Cisco Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Classified Network Support Services at the end of this document have the meaning ascribed in the Glossary of Terms at the above URL.

These Cisco Classified Network Support Services are intended to supplement a current support agreement for Cisco products and are only available where all Product(s) in Customer’s Network are supported through a minimum of core services such as Cisco SMARTnet / SP Base and Software Application Services, as applicable. Cisco shall provide the Cisco Classified Network Support Services described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services (“Quote”) setting out the extent of the Services that Cisco shall provide and the period during which such Services shall be provided. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Cisco Classified Network Support Services

Services Summary

Cisco Classified Network Support Services are available in two service levels that offer increasingly personalized attention and service. Each service level extends the coverage of the previous level.

- CNS Federal High Touch Operations Management
- CNS Federal High Touch Technical Support

Cisco Responsibilities

Cisco shall provide the following during Standard Business Hours (unless otherwise stated) remotely:

- **CNS Federal High Touch Operations Management**
 - Designate an individual (“Operations Manager”) to act as the primary non-technical liaison point of contact to provide Deliverables and Activities. The quantity, delivery frequency of the Deliverables, and efforts for ongoing Activities will vary depending on Customer requirements and what Customer and Cisco mutually agree upon when Services are purchased.
 - Case Request Escalation Management: Operations Manager will facilitate problem resolution on a reactive basis for technical issues reported to Cisco by Customer and help Customer determine if appropriate resources are being applied to technical issues reported. This includes notifying TAC, and the Cisco engineer familiar with Customer’s Network, if High-Touch Engineering has been ordered, of any planned Event by pre-opening case and alerting TAC of relevant information related to the scheduled Event, not to exceed two (2) Events per month.
 - Base Reporting Package: Operations Manager will provide standard Weekly, monthly, quarterly reporting to Customer.
 - Quarterly Operations Data Analysis: Operations Manager will conduct quarterly discussion with Customer on Deliverables and Activities to review

alignment with Customer business objectives. Can include reactive support contract usage, case statistics, quality issues, overall case analysis (by product type, case priority, etc.), Network analysis and Return Materials Authorization ("RMA") trending.

- **Optional Bundles - Regularly Scheduled Deliverables and Activities.** Together with the base Cisco Federal High Touch Operations Management Service above, Cisco will provide the optional services described below and as selected by Customer. Deliverables and Activities described below are available individually, in a grouping of two of the optional bundles or in its entirety. Customer may not select greater than two optional bundles unless all of the optional bundles have been selected.
 - Extended Operational Analysis of Critical Issues: Cisco will perform operational data analysis, on critical issues by identifying Customer knowledge gaps and operational abnormalities/gaps. Cisco will provide recommendation and identify possible solutions that Customer may elect to implement to help close knowledge and system quality gaps.
 - EFA Coordination and Reporting: Coordinate the return of parts requiring a failure analysis and communication on the status to the Customer. Regular reporting, status, and escalation assistance provided.
 - Service Delivery Level Reporting: Provide reporting focusing on delivered service levels.
 - Custom Reports: Provide custom reports either in support of SLA reporting requirements or as specified by the Customer.
 - On-Site: Cisco will provide a dedicated individual to perform operations management related tasks at the Customer identified site for duration as specified in the Quote.
 - 7 by 24 Incident Management: Provide case request and escalation management support for Severity 1 and Severity 2 cases during non-business hours.
- **CNS Federal High Touch Technical Support** Customer must have CNS Federal High Touch Operations Management across entire Network in order to purchase CNS Federal High Touch Technical Support. Under this option, Cisco shall provide the following Services, where available, on a twenty-four (24) hours per day, seven (7) days per week basis:
 - Case Tracking and Trouble shooting:

- Provide direct access to the Federal Special Secure Support team via a Cisco provided phone number.
- Provide response to Customer within fifteen (15) minutes on Severity 1 or Severity 2 calls. For Severity 3 and Severity 4 calls, response shall be within sixty (60) minutes.

Customer Responsibilities

- **CNS Federal High Touch Operations Management**
 - Designate a representative to act as the primary interface with Cisco.
 - Coordinate any delivered onsite visits by Cisco and provide minimum thirty (30) day notice to Cisco of the scheduled visit. In the event the date for the scheduled visit is changed, Customer may be subject to additional charges.
 - Attend regularly scheduled conference calls for open case reviews.
- **CNS Federal High Touch Technical Support**
 - Report Severity 1 and 2 problems directly (e.g. by telephone) using the Cisco provided phone number. Response times do not include problems reported using Cisco.com or other electronic means.
 - Advise Cisco of standard operating procedures related to Customer's business practices, its internal operational nomenclature and Network to allow Cisco to effectively communicate and discuss cases with Customer in the context of Customer's business environment.
 - Provide reasonable electronic access to Customer's Network to assist Cisco in providing support.

Supplemental Glossary of Terms for Cisco Classified Network Support Services

- **"Activity"** means a set of technical or business consulting tasks performed for the benefit of Customer in the delivery of a Service in which no published document accompanies the exit criteria and is typically referred to an "ongoing" task under a subscription service.
- **"Deliverable"** means a set of technical or business consulting tasks performed for the benefit of Customer in the delivery of a Service in which the exit criteria is a published document such as multiple design reviews or Software recommendation reports, audits, etc.