



Service Description: Combined Services

This document describes the Cisco Combined Services ordering model.

- **Related Documents:** This document should be read in conjunction with the following documents also posted at www.cisco.com/go/service-descriptions/: (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 Combined Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) or equivalent services agreement executed 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 via Cisco-Authorized Reseller.** If you have purchased Combined 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.

Summary

Combined Services is an ordering model created to bundle existing Technical Services foundational and Advanced Services subscription offerings, and does not involve any new services that are not available as standalone outside of Combined Services. The services that comprise any configured Combined Services deal can always be pulled from www.cisco.com/go/service-descriptions/. Cisco Services, including Technical Services and Advanced Services areas are specified and limited to the Service quote. Cisco shall provide a Quote(s) for Services ("Quote") setting out 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 that, additionally, acknowledges and agrees to the terms contained therein. Cisco shall provide the Combined Service as selected and detailed on the Purchase Order and Quote for which Cisco has been paid the appropriate fee.

Combined Services

Cisco Responsibilities

- For each service ordered, Cisco shall provide the services described in the Cisco Responsibilities for applicable Technical Services and/or Advanced Services located at www.cisco.com/go/service-descriptions/, incorporated herein by reference.

Customer Responsibilities

- For each service purchased, Customer shall comply with the Customer Responsibilities described in the applicable Technical Services and/or Advanced Services located at www.cisco.com/go/service-descriptions/, incorporated herein by reference.