



Service Description: Technical Knowledge Library

This document describes Cisco's Technical Knowledge Library ("TKL"). The Cisco Technical Knowledge Library provides Customer with access design tips, methodologies, leading practices, and foundational concepts related to Cisco products and technologies. The Content in the library is made available by Cisco to a number of Authorized Viewers through a secure web-based portal ("Portal").

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), Advanced Services Agreement (ASA), with Cisco. In the event of a conflict between this Service Description and your MSA, this Service Description shall govern.

Sale via 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/.

Cisco's Responsibilities:

The Technical Knowledge Library is made available by Cisco through a secure web-based portal ("Portal").

- Make the Content available to the number of Authorized Viewers, including providing access to the following:

Multimedia Clips:

- VoD/AoD technical talks
- Service deliverables archive -- customer-specific/account-specific content
- eLearning courses

Sidebar Content:

- White Papers
- Case Studies
- Design Guides
- Configuration Guides

- Training Documents
- Deployment Guides
- Online textbooks and/or manuals
- Video and audio clips (different from the Multimedia Clips)

Bumper Clips

- Assist in account creation/entitlement for Authorized Viewers for the Portal, prior to use during the duration of the Service. Customer is responsible for security, network connection, IP address assignment and any required firewall or access control list changes required on their network in order for the end-users to access the Portal.
- Assign a delivery Point of Contact ("PoC") who will assist in on-boarding the Customer to the Portal. Cisco delivery PoC will obtain the necessary information to entitle Cisco CCO logins of Authorized Viewers to login to the Portal.
- Hold a "Kick-off meeting" to train and demonstrate the tool for Authorized Viewers. During this kick-off meeting a detailed demo of the Portal and the content contained within it will be conducted for the Customer.
- Make available a Customer-specific deliverables archive resulting from subscription-based Cisco Advanced Services provided separately to Customer.
- Host new Content and provide preventative maintenance in accordance with Cisco's normal maintenance schedules and procedures. At the same time, old content may be refreshed or removed depending on its relevance.
- Provide technical assistance and troubleshoot issues submitted to Cisco through provided e-mail alias tkl-support@cisco.com.
- **Updated Content.** Cisco may revise, update and/or remove previously-released Multimedia Clips and/or Sidebar Content ("Updated Content"). Cisco will make any Updated Content available to Customer as a part of the Services. The Updated Content will exclude the previously-released Multimedia Clips and Sidebar Content (where applicable) that the Updated Content was intended to supersede. Customer should discontinue any use of the superceded Multimedia Clips and/or Sidebar Content.

Customer's Responsibilities:

- Customer is responsible for testing of the Portal interface.
- Provide on-boarding information as follows: contact

name, title, address, telephone number, e-mail address of primary and secondary team lead , Email ids and name of the Authorized Viewers who will need access to the Portal.

- Install the Digital Rights Management (“DRM”) software on as needed basis which allows to view the DRM-protected content on the Portal.
- Participate in training and/or feedback sessions with Cisco team to enable Cisco to understand the needs of the Authorized Viewers for the Portal.
- Notify Cisco of any technical support requests or troubleshooting issues related to the Services by sending an e-mail to Cisco team at tk1-support@cisco.com



SUPPLEMENTAL GLOSSARY OF TERMS

The following definition shall apply:

“Authorized Viewer” means either (i) an employee of Customer or (ii) an independent contractor of Customer performing services for Customer’s benefit who is authorized by Customer to use the Services.

“Bumper Clip” means a short multimedia video and/or audio segment containing an ‘onBusiness Network’ logo or other branding sequence, which is intended to be viewed immediately before and/or after a Multimedia Clip.

“Content” means the content hosted on the Portal as part of the services, including the Sidebar Content. All Content shall be considered Cisco Confidential Information.

“Intellectual Property Rights” means all past, present, and future rights of the following types, which may exist or be created under the laws of any jurisdiction in the world: (a) rights associated with works of authorship, including exclusive exploitation rights, copyrights, moral rights, and mask work rights; (b) trade secret rights; (c) patent and industrial property rights; (d) trademark and trade name rights and similar rights; (e) other proprietary rights in intellectual property of every kind and nature; and (f) rights in or relating to registrations, renewals, extensions, combinations, divisions, and reissues of, and applications for, any of the rights referred to in clauses (a) through (e) of this sentence.



“Internal Use Purposes” means use of the Services for the sole purpose of permitting Authorized Viewers to view the Content, provided that all such viewing is solely intended to further Customer’s internal communications, training, education, or administrative objectives. Notwithstanding anything to the contrary in this Exhibit, “Internal Use Purposes” expressly excludes (i) the licensing, copying, transferring, or distributing of any element of the Services; (ii) displaying of any element of the Content to any persons other than Authorized Viewers, and Customer will not permit or enable any other persons to view any element of the Content; (iii) modifying, altering, abbreviating, or editing of any element of the Services unless expressly permitted by Cisco or its suppliers or licensors; (iv) the incorporation of any element of the Services into any product or service of Customer or creating a derivative work based upon the Services; and (v) using any element of the Services in any manner other than as expressly authorized under this Service Description.

“Multimedia Clip” means a discrete multimedia video or audio segment, in digital format, that is intended to be viewed from start to finish without interruption.

“Sidebar Content” means supplemental meta-content or meta-data associated with each Multimedia Clip, setting forth indexing information about the pertinent Multimedia Clip, such as its title, running time, a descriptive summary of its content, and its category or classification. Sidebar Content also means any viewable, downloadable or streamed content that may be accessed in connection with a Multimedia Clip or any Cisco-provided standalone content, including but not limited to transcripts, text files, pictures, directories, guides, video and/or audio files, and any other data, provided by Cisco pursuant to this Exhibit, but excluding Multimedia Clips and Bumper Clips.



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