



Service Description

Cisco ThousandEyes Account Check

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

1. Summary

This Cisco ThousandEyes Account Check Service ("Account Check") provides You with a one-time review service of Your ThousandEyes Account Configuration as described below. Cisco requires 7-10 Business Days to complete the Account Check.

1.1 Location of Services

Services are delivered remotely.

2. Cisco responsibilities

- On receipt of the written request from You, confirm the scheduled start date for the Account Check.
- Perform one Account Check which consists of the following configuration items:
 - Tests: The option of **either**:
 - Up to 100 non synthetic tests; **or**
 - Up to 2 synthetic tests
 - Alerts: Up to 10 alerts
 - Dashboards: Up to 4 dashboards
 - Users
- Upon completion of the Account Check, provide a written report of the review performed and recommended changes (if any) upon conclusion of the Account Check.

3. Customer responsibilities

- Provide an operational/technical point of contact to represent You.
- Ensure completion of implementation and deployment of ThousandEyes and well as utilization of ThousandEyes by You before requesting the Account Check to be scheduled.
- Provide 3 Business Days advance written request for the Account Check to be scheduled. This written request will also document Your choice of which option for the Tests You request be completed during the Account Check.



4. General Terms

- Unless otherwise stated in the Quote, the Services defined within this Service Description are available within a 12- month Service Term.
- All Service delivery will stop and be considered complete on the last Business Day of the Service Term.
- The Services provided are solely as described in this Service Description.