



Service Description

Cisco ThousandEyes Advisory Service

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

Cisco ThousandEyes Advisory Services is a consulting Service where Cisco provides You with general consultative advice and guidance covering areas such as project management, planning and data collection, deployment, knowledge transfer and training related to the deployment of ThousandEyes up to the hours as specified in the Quote. Cisco ThousandEyes Advisory Services do not include the provision of any Deliverables.

2. Location of Services

Services are delivered remotely.

3. Cisco Responsibilities

- Provide consultative advice and guidance in support of Your objectives for deployment of ThousandEyes.
- Provide project management planning, implementation planning, knowledge transfer, project closure reporting and Customer meeting support for Your chosen tasks (available options listed below).
- Work with You at a Services kickoff meeting to specify and agree on the tasks and general activities for the Cisco ThousandEyes Advisory Services chosen from the list of tasks as provided below:
 - Account setup and management
 - Enterprise Agent install and configuration
 - Endpoint Agent install and configuration
 - Cloud Agent configuration
 - Test creation (including synthetic tests)
 - Internet Insights Catalog configuration
 - Alert Rule configuration
 - Dashboard configuration (including 3rd party software integration)
 - Label configuration
 - Account review and reconfiguration

4. Customer Responsibilities

- Work with Cisco to identify and agree on the tasks and general activities within the scope of this Service Description for the Cisco ThousandEyes Advisory Services.
- Ensure that an operational/technical point of contact to represent You is identified at Services commencement.

5. National Cisco ThousandEyes Advisory Services (Only available when National Services are purchased)

- National Cisco ThousandEyes Advisory Services provide services in alignment with the requirements of relevant national security programs and standards of the host nation, including provision of services by citizens (if required and lawful) and authorized in-country resources with the ability to support within classified space as required. Service is provided in secure host nation locations. Cisco and correspondence data provided by You to Cisco for



purposes of Cisco's provision of National Cisco ThousandEyes Advisory Services is stored on networks with strict access controls, if required.

- For National Cisco ThousandEyes Advisory Services, Cisco uses commercially reasonable efforts to utilize solely in-country resources for Cisco ThousandEyes Services delivery.
- National Cisco ThousandEyes Advisory Service is **only available in the United States**.

6. General Terms

- Unless otherwise stated in the Quote, the Services defined within this Service Description are available within a 12-month Service Term.
- Cisco will use commercially reasonable efforts to complete the tasks and activities agreed to in the Services kick-off meeting and subsequent plans. However, Cisco does not guarantee that a task will be completed by the end of the 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.