



## Service Description

# Cisco ThousandEyes Technical Account Manager

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

A Technical Account Manager ("TAM") is dedicated to Your organization, adds to Your support team and acts as a trusted proactive technical advisor. TAM acts as a technical advocate for you within Cisco ThousandEyes, by overseeing the technical support process and providing guidance, managing ongoing technical projects and requests, and providing feedback on how You might optimize and maximize value from Your ThousandEyes Service purchase through regular business reviews.

### 2. Location of Services

Services will be delivered remotely.

### 3. Cisco Responsibilities

- Provide a dedicated TAM assigned to Your account.
- Provide a back-up TAM in the event the primary TAM is unavailable.
- Provide a TAM (and backup if required) to facilitate the following TAM activities:
  - Provide oversight for Your ThousandEyes technical support cases.
  - Manage ongoing technical projects and requests related to your ThousandEyes purchase.
  - Provide guidance and insights.
  - Provide feedback on how You can maximize value from your ThousandEyes Service purchase through regular business reviews.
  - Provide proactive event and alert analysis and recommendations.
  - Perform regular check-ins and reporting.
  - Perform ongoing health checks
  - Provide guidance on ThousandEyes recommended practices.
  - Provide post-implementation configuration assistance.
  - Help identify monitoring gaps in Your environment.
  - Assist with certain back-end system integrations.
  - Provide Cross-organization Customer advocacy.
  - Provide ThousandEyes Product (features) updates.

### 4. Customer Responsibilities

- Ensure completion of initial implementation (whether by Cisco Advisory Services or by You).
- Provide an operational/technical point of contact to represent You.
- Provide Technical use cases, current pain points, future projects, and technical documentation on Your network.



## 5. National TAM Services (Only available when National Services are purchased)

- National TAM 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 TAM Services is stored on networks with strict access controls, if required.
- For National TAM Services, Cisco uses commercially reasonable efforts to utilize solely in-country resources for TAM Services delivery.
- National TAM Services are **only available in the United States**.

## 6. General Terms

- Unless otherwise stated on the Quote, the Services defined within this Service Description are available within a 12- month Service Term.
- Cisco reserves the right to change the dedicated TAM as needed. Any transition time to an alternative dedicated TAM will be at no charge to Customer and will not be counted as TAM activities.
- Cisco will use commercially reasonable efforts to complete the tasks and activities, 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.