This document describes Advanced Services Fixed Price: Cisco Enterprise Networking Expert Services - 1 Week No Travel.

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. 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 for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement") If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

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Cisco Enterprise Networking Expert Services - 1 Week No Travel

Service Summary

The Cisco Enterprise Networking Expert Services provides general technical consulting support to advice and guide the Customer with products and technologies covered under Cisco Routing and Switching technologies, for business week (5 days, typically Mon-Fri), during Standard Business Hours excluding Cisco holidays, locally recognized country holidays, vacations and training days in APJC region only.

Deliverables
• There are no specific deliverables other than providing technical consulting support.

Location of Services

Services are delivered remotely unless otherwise specified onsite.

Technical Consulting Support

Cisco Responsibilities

• Where available, Cisco will provide a Core SME, remotely, to provide general advice and guidance to aid Customer with Cisco’s Routing and Switching technologies for duration of 1 business week. Typical skill set or expertise of Cisco personnel providing technical consulting support to Customer under this service is as follows:
  o Ability to analyze networking services requirements.
  o In-depth knowledge of designing complex routing and switching networks
  o Expertise with Cisco software features and functionality
  o Experienced with configuring routing and switching devices
  o Comprehensive understanding of all IP protocols

Customer Responsibilities

• Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the service being performed.
• Designate a backup contact when Customer contact is unavailable. This person has the authority to act on all aspects of the service in absence of the primary contact.
• Customer acknowledges that there will be no deliverable provided by Cisco and that Cisco’s obligation is to only
provide assistance to Customer with respect to the tasks
detailed in this document.

- Customer technical representatives will provide Cisco with
  such information, data and documentation as required for
  performing services.
- The following documents may be request: Information
  relating to Customer’s Network, design, business and
  other applicable requirements: Functional and/or technical
  documentation relating to such requirements.
- Provide topology maps, configuration information and
  existing and proposed Network infrastructure. Customer
  shall respond to Cisco’s requests within two (2) business
  days for documentation or information required for the
  service
- Providing reasonable access to Customer site(s) and
  facilities including, where applicable, computer equipment,
  telecom equipment, facilities and workspace. Customer
  shall provide proper security clearances and/or escorts as
  required to access equipment and/or lab facilities etc.
- Customer shall ensure that contracts with its own vendors,
  end users and Third-Party are fully executed and reflect
  the correct terms to enable
- Customer is responsible for the management, support and
  direction of the resource supplied to Customer by Cisco.

General Customer Responsibilities

- All information (such as but not limited to: designs,
  topologies, requirements) provided by Customer is
  assumed to be up-to-date and valid for the Customer's
  current environment. Cisco Services are based upon
  information provided to Cisco by Customer at the time of
  the Services.
- Customer acknowledges that the completion of Services is
  dependent upon Customer meeting its responsibilities as
  indicated herein.
- Identify Customer’s personnel and define their roles in the
  participation of the Services. Such personnel may include
  but is not limited to: architecture design and planning
  engineers, and network engineers.
- Ensure Customer’s personnel are available to participate
  during the course of the Services to provide information
  and to participate in scheduled information gathering
  sessions, interviews, meetings and conference calls.
- Support services provided by Cisco comprise technical
  advice, assistance and guidance only.
- Customer expressly understands and agrees that the
  Services shall take place and complete within ninety (90)
  calendar days from issuing a Purchase Order to Cisco for
  the Services herein.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the
Services to Customer. The Customer shall within five (5)
Business Days of receipt of such notification provide written
acknowledgement of Cisco’s completion of the
Services. Customer's failure to acknowledge completion of
the Services or to provide reasons for rejection of the Services
within the five (5) Business Day period signifies Customer's
acceptance of completion of the Services in accordance with
this Service Description.