

# Cisco Business Critical Services 3.0 Premier Service Tier and Specialized Teams and Expert as a Service Add-Ons (for Limited Availability)

This Service Description must be read in conjunction with “[How Cisco Provides Services](#)” and “[Cisco Business Critical Services 3.0](#)” each of which are incorporated into this document by reference.

Cisco Business Critical Services 3.0 are intended to supplement a current support agreement for Cisco Products and are only available when all Products in Customer’s Network are supported through a minimum of core Services such as Cisco Smart Net Total Care™/ SP Base, Software Support Services (SWSS), Solution Support, Limited Lifetime Warranty, Software Application Services, or the Partner Support Service offering from within the Cisco Services Partner Program.

## 1. Premier Service Tier

The Premier Service Tier is an enhanced version of the Advantage Service Tier described in the [Cisco Business Critical Services 3.0 Service Description](#). The Premier Service Tier enhancements are:

- The Services are provided across Core Networking, Data Center, Security, and Collaboration architectures.
- The Service Term annual quantities that are available in the Advantage Tier are replaced with the following:

<b>Operational Insights Reviews</b>	Variable amount with no more than 1 review per architecture at one time. Each Review must end before the Customer may begin another review. Allow minimum of 1 week to complete each Service.
<b>Change Window Support</b>	Variable amount with no more than 1 change window per week. Each Change Window must end before the Customer may receive support for another Change Window. Allow minimum of 1 week to complete each Service.
<b>Expert Incident Reviews</b>	No change from the Advantage Service Tier. Quarterly per Service Term.
<b>Ask the Experts (ATX)</b>	Variable amount. Webinar registration required.
<b>Accelerators</b>	Variable amount. Each Accelerator must end before the Customer may begin another Accelerator. Each session must be scheduled 30 days in advance. Allow minimum of 1 week to complete each Service.
<b>Expert Review Workshops</b>	Variable amount with no more than one workshop active at one time. Each Workshop must end before the Customer may begin another Workshop. Each Workshop must be scheduled 30 days in advance. Allow minimum of 2 weeks to complete each Workshop.

The limitations for the Premier Service Tier are the same as for the Essentials and Advantage Service Tiers as described in the [Cisco Business Critical Services 3.0 Service Description](#).

## 2. Add-On Services

### 2.1. Specialized Teams

The Specialized Team consists of a Cisco Specialized Team Project Manager (PM), a Specialized Team Architect, with the remaining team size as purchased and reflected in the Quote.

- The Specialized Team Service must be ordered together with at least one Essential Service Tier, Advantage Service Tier or the Premier Service Tier. The Specialized Teams Service will have the same Service Term start and stop dates as the associated Service Tier.
- The primary architecture of focus for the Specialized Team will be defined in the Quote. The assigned architect and at least one (1) Consulting Engineer will be experienced in this primary architecture. Secondary architectures of focus for the Specialized Team

may also be defined in the Quote. For Multi-Year subscriptions, the Customer will have the option to change the primary and secondary architectures and Cisco will adjust the Specialized Team accordingly.

- Cisco may switch individuals at any time to fulfill a role, and Cisco is not obligated to make changes to accommodate workload or work type changes. Specialized Teams are only available as an Add-On to the Essential, Advantage and Premier Service Tiers and not as an hourly or time and materials offering.
- The Specialized Team PM will work with the Customer on mutually agreed-upon projects and activities within the scope of this Service Description. The specific projects and activities for the Specialized Team will be reviewed at the engagement kickoff meeting between the PM and Customer Point of Contact (POC). The PM will hold periodic reviews to ensure alignment with customer objectives, resolve issues, and provide updates on progress, issues, and resource utilization.
- The project types supported are listed below.
  - Planning and Architecture (e.g. Technology Migration Plans, Technology evaluation, High Level Design, Customer multi-year planning activities)
  - Design and Engineering (e.g. Low-Level Design documents, device configuration, Customer design reviews)
  - Implementation Planning and Execution (e.g. Method of Procedures, Test Plans, troubleshooting)
  - Assessments, Analysis and Testing (e.g. Traffic/Load analysis, lab testing)
  - Operations and Enablement (e.g. Network monitoring, Operations workflows, training)
- This Service may not be used for any project in which there may be or may appear to be a governmental Organizational Conflict of Interest or similar conflict.
- Specialized Teams will utilize the purchased Essential, Advantage or Premier Services Tiers as well as tools and personnel made available by the Customer. Cisco may recommend Cisco or 3<sup>rd</sup> party tools or products that may benefit a specific project. The Customer is responsible for the evaluation and, if desired, the purchase of these additional items. The Specialized Team will not be responsible for providing equipment, tools, products or services not otherwise purchased or provided by the Customer.
- The Specialized Team delivery is a mix of remote and on-site work (where available). The site visits are determined by Cisco based on the Specialized Team size purchased as identified in the Quote.
  - Small Team: Up to 20 total trips in aggregate per team
  - Medium Team: Up to 30 total trips in aggregate per team
  - Large Team: Up to 40 total trips in aggregate per team
- Each scheduled visit is up to four (4) consecutive Business Days on-site. Unless otherwise agreed by Cisco, trips will be within the country of record in the Quote.
- All Services will be conducted during Standard Business Hours unless otherwise agreed to in advance by Cisco and the Customer.
- The Specialized Team provides Services related to Cisco infrastructure only. The Team will collaborate with Customer-provided 3<sup>rd</sup> party technology and equipment experts as Cisco deems required and practical. Cisco will not be responsible for outcomes related to 3<sup>rd</sup> party devices nor will Cisco perform activities directly on 3<sup>rd</sup> party equipment.
- This Service solely makes resources available as described in this Service Description. Cisco will use commercially reasonable efforts to complete activities agreed to in the Services kick-off meeting and subsequent plans. However, Cisco does not guarantee that a project will be successfully completed by a scheduled project end-date or by the end of the Service Term. All Service delivery by a Specialized Team will stop and be considered complete on the last Business Day of the Service Term.

## 2.2. Expert-as-a-Service

The Expert as a Service Service (EaaS) makes available consultative or project management Services as described below.

- The EaaS must be ordered together with an Essential, Advantage, or Premier Service Tier. This Service will have the same Service Term start and stop dates as the associated Service Tier. Multiple EaaS engagements can be purchased.
- The following EaaS roles are available:
  - **Consulting Engineer:** Cisco provides consultative advice and guidance in support of Customer's objectives for design, implementation, operations and knowledge transfer for a specific technology, architecture, or solution as identified in the Quote.

- **Solution Architect:** Cisco provides consultative advice and guidance in support of Customer's architecture vision, strategy development, and architecture standards alignment for a specific technology, architecture, or solution as identified in the Quote.
  - **Project Manager:** Cisco provides a Project Manager responsible for assisting Customer with (a) creating the project plan, project schedule, and (b) coordination of Cisco resources, tasks, and deliverables as purchased by Customer in support of Customer's objectives for the Cisco solutions or technologies identified in the Quote.
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- Customer may not substitute or change the EaaS role type purchased as identified in the Quote.
  - Cisco remains responsible for staffing specific individuals, and Cisco may switch individuals at any time to fulfill this role, provided however only one person will be available to fulfill the responsibilities of this role at any single time. The EaaS is only provided as a fixed price add-on to the Essentials, Advantage and Premier Tiers and not as an hourly or time and material offering.
  - This Service may not be used for any project in which there may be or may appear to be a governmental Organizational Conflict of Interest or similar conflict.
  - The EaaS will be delivered through a mix of remote and on-site (where available) work. EaaS on site Service includes up to twelve (12) on-site visits to the agreed-upon Customer site per Service Term year. Each scheduled visit is up to four (4) consecutive Business Days on-site.
  - Work will be conducted during Standard Business Hours unless otherwise agreed to in advance by Cisco and the Customer.
  - All Service delivery by this Service will stop and be considered complete on the last Business Day of the Services Term.