

**SERVICE DESCRIPTION: DISTRIBUTION AUTOMATION FIELD PILOT SME SERVICES  
ASF-CORE-UG-SPT**

<p><b>Services Summary</b></p> <p>Cisco will assign a Subject Matter Expert (SME) to provide additional value-added services during the sixty (60) consecutive day period (the “Service Period”) after the Distribution Automation Field Pilot Proof-of-Concept Services (ASF-CORE-UG-FIELD) (the “POC Services”). The SME will provide troubleshooting limited to areas of zero-touch commissioning and provisioning, performance reviews and optimization. The SME will also be available for Customer operational training activities related to the POC Services</p> <p>The purchase of the Distribution Automation Field Pilot Proof-of-Concept Services (ASF-CORE-UG-FIELD) is a requirement before purchasing this Service.</p>	<p><b>Deliverables</b></p> <ul style="list-style-type: none"> <li>• Bi-weekly report of issues and resolutions</li> </ul> <p><b>Location of Services</b></p> <p>The Services will be provided on a Remote basis, except that Cisco will make On-Site Services available on dates to be agreed upon by Cisco and Customer not to exceed two (2) On Site visits and 10 Business Days in total during the Service Period. Customer must provide Cisco with five (days) notice prior to any requested On Site visit. All Services are provided during Standard Business Hours.</p> <p><b>Scope Limitation</b></p> <ul style="list-style-type: none"> <li>• Limited to Cisco DA Solution components.</li> </ul>
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**DA LAB FIELD PILOT SERVICES**

<p><b>Cisco Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Cisco will assign a SME with availability during Standard Business Hours.</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Responsible for providing On Site SMEs to work with Cisco SMEs for troubleshooting.</li> </ul>
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**GENERAL CUSTOMER RESPONSIBILITIES**

- Customer will provide relevant information to Cisco that is up-to-date and valid for the Customer’s current environment. Customer acknowledges that Cisco will rely on such information to provide the Services. You remain solely responsible for the determination of your Network design, business, regulatory compliance, security, privacy, and other requirements, and Cisco is not responsible or liable for any failure to meet such requirements.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Customer will 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.
- Customer must provide the resources and personnel described in the Customer Responsibilities sections of this Service Description to enable Cisco to complete the Services within (90) calendar days after Cisco receives the Purchase Order for the Services.

**GENERAL**

**Quote and Purchase Order:** Cisco will provide the Service described herein as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco will provide a Quote for Services (“Quote”) setting out the extent and duration of the Services. Cisco requires a Purchase Order referencing a valid and agreed-upon Cisco Quote.

**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.

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**Incorporation by Reference:** The [Glossary of Terms](#) and [List of Services Not Covered](#) posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/) are incorporated by reference into this Service Description.

**If you purchased the Services directly from Cisco**, your **Master Agreement** (as defined in the Glossary of Terms identified above) is also incorporated by reference. If there is a conflict between this Service Description and any of the documents listed above, this Service Description governs such conflict.

**If you purchased the Services through a Cisco Authorized Reseller** then your contract, if any, is between you and your Cisco Authorized Reseller. As such, this Service Description is for informational purposes only and is not a contract between you and Cisco. Your Cisco Authorized Reseller should provide you with a copy of this Service Description and related documents, or you can obtain a copy at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).