

HOW CISCO PROVIDES SERVICES

1. Purpose and Scope of this Document

Thank you for choosing to purchase Cisco Services. This document, along with the relevant Services Description(s), describes how we provide Services to you. For more information about how this document is incorporated with and into your Master Agreement, please see [Appendix A](#). We also included a Glossary in [Appendix B](#) with definitions for key terms we use in this document and in our Service Descriptions.

2. How we work together

To help us make the Services successful, we need you, your teams, facilities and equipment to be **ready, available, and responsive**; if not, we may be prevented or delayed in performing the Services or delivering the expected outcomes and you will be responsible for any additional costs we incur.

The table below describes each of our respective responsibilities necessary to complete the Services.

How we plan to provide the Services to you...	What we need from you...
<p>Communications: We may schedule On Site or Remote meetings with you using Cisco’s collaboration tools (e.g. WebEx conferencing tools). Services and Documentation are provided in English and other selected languages.</p>	<p>Be ready and available by having the right people at these meetings who can act on your behalf. Let us know who they are in advance and work with us if others are needed.</p> <p>For On-Site meetings, please make sure the necessary facilities and equipment are available, such as conference rooms, projectors, and conference bridges.</p>
<p>Interviews, Questionnaires and Deliverable Reviews, etc.: We will need certain information from you, which may be in the form of interviews, questionnaires, and other data gathering activities.</p> <p>We may also need you to review certain documents and Deliverables that we may provide to you throughout the course of Services.</p>	<p>Provide accurate, complete and current responses to all information requested. Unless we ask you for other response timelines, please respond to these requests within three (3) Business Days of the request. If you can’t respond within that time, please let us know immediately so we can determine whether an extension to that response time is feasible and what impact there may be to our delivery of the Services and any agreed schedule.</p> <p>You must notify Cisco in advance of any updates or changes planned in your Network or provided information.</p>
<p>Facilities: We may need Remote or On Site access to your facilities to provide the Services. Unless a Service Description states otherwise, Cisco generally performs its Services remotely and during Standard Business Hours; we’ll let you know if we need something different. We may also provide instructions to you regarding requirements to needed to prepare for the Services.</p>	<p>Please have your facilities ready for delivery of the Service. We may provide specific instructions for you to follow. If the Services require some coordination, information, or rights to access or use equipment, software, or materials from your internal or third party providers, please have those arrangements in place in advance of Service delivery.</p> <p>You are responsible for maintaining your facilities in a manner appropriate for your equipment and software associated with the Services, including environmental, power, HVAC, connectivity, space, security, safety, fire containment, access, and other requirements necessary for the proper delivery and operation of both the equipment and the Services.</p>
<p>Equipment: We may need access to your equipment and software, as well as to any related information. For remote Services, we may require connectivity to your equipment. We may also provide instructions to you</p>	<p>In addition to the facilities access above, please make equipment access and requested connectivity, whether Remote or On Site, ready in advance of the Services. Unless expressly provided as part of the Services, you are</p>

<p>regarding preparation, access (e.g. VPN), minimum bandwidth and connectivity requirements, safety requirements, configuration changes and any limited use restrictions of the equipment and software during the Services. If we need to make updates to the Equipment, you will make a change/maintenance window available.</p>	<p>responsible for maintaining your equipment and software, including maintaining and making available software and configuration backups, so that we are able to provide the Services.</p> <p>If the Services require any approvals, licenses, access or information from you or from third party providers, please make sure that's provided in advance of the Services. If we need to work with your third-party providers as part of the Services, we may need you to provide us with the necessary authority to act on your behalf in that regard (e.g. Letter of Agency).</p> <p>You remain responsible for all of your equipment and software inventory, licences, delivery, proper installation, cabling, technical support, data backup, maintenance and maintenance services (unless expressly included as part of the Services), including managing any dependencies with your other equipment or software. The Services may be dependent on you providing us with accurate and timely information regarding your equipment install base, including notifying us when changes occur to the install base, location, settings, availability, configuration and management of your equipment or your network generally.</p> <p>If we provide any hardware, software or other materials for limited use during the Services (e.g., Data Collection Tools), you must keep them secure and return them to us at the end of the Services Term or when requested. You must also grant us access to these items upon reasonable request (for updates, configuration changes, etc.). Until these items are returned to us, you will remain responsible for any risk of loss or damage.</p>
<p>On Site Instructions: We will follow any applicable and reasonable On Site rules and policies provided to us related to your facilities or our access to your Network. We will not be responsible for any delays or other impacts to the Services as a result of these rules and policies, or for any rules or policies that contradict our Master Agreement, require specialized equipment, cause Cisco to incur additional costs, or otherwise change the responsibilities agreed to in the Master Agreement.</p>	<p>Please provide Cisco these rules and policies in writing, before the Services are scheduled to begin.</p>
<p>Identify Our Collective Team: We will choose and identify our lead person and other relevant personnel as needed during the Services Term.</p>	<p>Please designate your lead person (and backup if requested) to whom we can address any issues and act on your behalf at all times during the Services (including all relevant contact information). Please identify other personnel who will be ready and available as needed. If requested, provide us a list of personnel you have authorized to contact us, access cisco.com for Services, or download Software on your behalf. You are responsible for maintaining this list and adding or removing personnel as necessary.</p>

	<p>If you request a change in Cisco personnel, the continuity of the Services may be disrupted, resulting in extra costs or delays for a reason other than “for cause.”</p>
<p>Security: We maintain our own information security and data privacy program with appropriate and reasonable technical, administrative, and physical safeguards designed to prevent (i) unauthorized access, use, distribution, or deletion of your data and (ii) compromise of your Network or Environment. (For additional background on our security and privacy practices, please visit our Trust Center.)</p>	<p>You are responsible for your information security and data privacy. Please backup and protect your data against loss, damage, theft or destruction.</p> <p>You will maintain reasonable technical, administrative, and procedural data security and data privacy safeguards to protect any data that may be processed using the Services. If you collect Personal Data from us or our personnel, you must treat that information according to applicable law and as we instruct.</p>
<p>Entitlement: We may request information from you to confirm your entitlement to Services and to also determine the nature and priority of the issue you report. We will provide guidance on how to categorize and prioritize your issues (incidents) and will manage them in accordance with our Severity and Escalation Guidelines.</p>	<p>You are responsible for providing valid install base information, including serial numbers, software license, contracted technical support and maintenance services, or other authentication information as requested or needed. Please designate a Severity Level for each issue reported (according to our guidelines), assist in troubleshooting down to the FRU level prior to initiating an RMA request, and use the latest release of Cisco or third party software if we advise you that it will correct a reported Software problem.</p>
<p>Hardware Returns: When your Service includes advance Hardware replacement, we will provide advance hardware with the understanding that you will promptly return failed parts.</p>	<p>Please return failed parts within ten (10) calendar days of the replacement part shipping date. If we haven’t received the failed parts within thirty (30) calendar days, we may charge you the list price of the parts not returned.</p> <p>Please follow the packaging instructions and shipping requirements provided on the RMA Process page. You are responsible for the returned parts until we receive them, including any import duties, taxes and fees.</p>

Appendix A

Incorporation by Reference; Supplemental Terms; Other Information

This “How Cisco Provides Services” document and the applicable Service Description(s) work in conjunction with other documents to provide a complete agreement.

1. Documents Incorporated by Reference

The following documents are incorporated by reference, if applicable:

Document	Description
Your Master Agreement	<u>See</u> the Glossary below for the definition of “Master Agreement” as it applies to you.
Universal Cloud Agreement	<u>See</u> “Portals and Cisco Hosted” Tools below.
The End User License Agreement (EULA)	<u>See</u> “Software and Scripts” below.
Cisco Non-Entitlement Policy	Services not covered and other entitlement restrictions.

2. Supplemental Terms

2.1. Quote and Purchase Order

We will provide the Services during the Services Term, where available, as selected and to the extent detailed in the Quote and Purchase Order for which Cisco has been paid (or agreed to be paid) the applicable fee(s). Cisco and Customer will work together to commence Services in a reasonably timely manner, taking into account Service preparation activities, scheduling access to facilities and equipment as well as availability of personnel.

2.2. Completion and Acknowledgement (For AS Fixed Services only)

For Services designated by us as an “AS-Fixed” or “Fixed” Service (look for a Service SKU with the letters “ASF”), the Services are designed to be completed within ninety (90) calendar days after we receive the Purchase Order for the Services. We will notify you in writing when the Services are completed. Within five (5) Business Days from the date of that notification, we ask that you provide us a written acknowledgement of completion. If you believe the Services are not complete, then provide us with written reasons why within that time. If we don't receive this acknowledgement (that the Services are either complete or not complete) within that time then the Services are automatically deemed complete and we will issue the invoice for all remaining amounts owed, if any.

2.3. Recommendations

When you purchase any Services that contain consulting, guidance, recommendations or advice, we provide those Services based on the information you provide to us. You remain responsible for determining whether to employ that feedback, whether it complies with laws related to your business and if it will achieve the results that are right for your business. Cisco is not responsible for any failure to achieve technical results if you do not implement our guidance or recommendations. For all Services, we are responsible for providing the Services as we are contracted to provide, and you remain solely responsible for the determination of your Network design, business, regulatory compliance, security, privacy, and other requirements. When deploying any recommended software updates or configuration changes, take the necessary steps to protect your network environment, including data back-ups or, if applicable, testing in a non-production environment.

2.4. Portals and Other Cisco-Hosted Tools

We may give you access to Cisco-hosted portals and other tools so that you may access and use certain Service-related information, such as reports and dashboards. You are responsible for the use of these portals and other Cisco-hosted services by your personnel, partners or others designated by or for you. That responsibility may include providing and managing your user's access. This use is subject to the Universal Cloud Agreement (“UCA”) located at <http://www.cisco.com/go/uca>. If there is a conflict between the Service Description (including this document), the Master Agreement and the UCA, then the order of precedence to resolve that conflict is the Service Description, Master Agreement and then the UCA. If you purchase Services through an Authorized Channel partner, we may assign your Authorized Channel partner access to the Cisco-hosted portals and tools on your behalf and as part of the Services.

2.5. Software and Scripts

As a general rule, software is not included in our Services and must be purchased separately. For Technical Support Services that expressly include Software Updates, your right to use the Software is covered under your original license. For any other Software and Scripts that Cisco provides as part of the Services, it is provided as a convenience to you and incidental to the provision of Services (“Incidental Software and Scripts”).

All Incidental Software and Scripts, in whatever form provided, are licensed to you solely for the express purposes of the Services and in accordance with our EULA located at <http://www.cisco.com/go/eula>. If we provide you with Source Code for any Incidental Software and Scripts, then the Source Code, including any copies, modifications, enhancements and derivative works of the Source Code, is Cisco Confidential Information that you must keep secure with access given only to your personnel who must access the Source Code to accomplish the purposes of the Services. Unless we state otherwise, the Source Code license we grant to you for Incidental Software and Scripts includes the limited license to modify and enhance the provided Source Code solely for your internal use and only to the extent we expressly permit. Upon our request, you must remove and substitute, or allow us to remove and substitute, this Source Code with functionally equivalent object code, provided the object code substitution will only occur if you continue to have an applicable license to the Incidental Software and Scripts.

Disclaimer of Warranty and Support: Your warranties for the overall Service are provided in your Master Agreement. For Incidental Software and Scripts, except as we otherwise expressly grant, these items are provided “AS-IS,” “With All Faults,” and without warranties) of any kind (whether they are express, implied, or statutory). We have no obligations with respect to support or maintenance, including without limitation, upgrades, updates, maintenance releases, or modifications, of the Incidental Software and Scripts.

2.6. Data Collection Tools

We collect Network Information through various methods, including the use of Data Collection Tools. Data Collection Tools are deployed through the use of Cisco’s Common Services Platform Collector (CSPC) software, On Site hardware appliances, cloud-based software, approved third party network collectors or from files you upload directly to Cisco.

2.6.1. How Data Collection Tools Work

When installed in, or connected to your network, Data Collection Tools communicate with network devices and send information back to Cisco, or is accessed by us, as part of the Services. This data collection usually continues until the Data Collection Tools have been uninstalled or when the collection features are disabled. When the Service is terminated, the Data Collection Tools have been uninstalled, or when we otherwise request, you must return the Data Collection Tools to Cisco (or fully delete them, if they are software-based).

We use the collected Network Information for a variety of purposes, including:

- **Service Support:** Bug handling, production issues, development and testing.
- **Monitoring and Management:** For certain Services (e.g., Cisco Managed Services), Cisco will use Data Collection Tools to help monitor and manage your in-scope Network devices.
- **Customer Support:** The Network Information provided by the Data Collection Tools will help us and your Authorized Channel partner(s) (if any) understand your network configuration(s) and product and development needs. This information will also help us provide proactive, reactive and pre-emptive Services.
- **Portal and Information Reporting:** Information is used to provide you, your Authorized Channel partner(s) and Cisco with timely network information.
- **Entitlement:** We will use the Network Information to help verify if equipment is covered by the applicable Services and whether Services are available for renewal or purchase.
- **Improving Services:** Network Information may also be shared to improve our products and services. Network Information may be used for our commercial and business purposes as we deem appropriate as long as the Network Information does not identify you or any of your end users. We will comply at all times with Applicable Laws related to the collection and use of Network Information and will use reasonable physical, technical, and procedural means to protect the Network Information in accordance with [Cisco’s Privacy Policy](#).

If the relevant features of the Data Collection Tool are not installed, or are disabled, blocked, uninstalled, or modified in any material way, then we may be unable to provide certain elements of our Services, and, as a result, we will not be responsible for performance of any obligations of a Service that is in any way associated with the failure to use the Data Collection Tools.

When you use the Data Collection Tools, you grant Cisco a nonexclusive, royalty-free, perpetual, irrevocable and fully sublicensable right to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, monetize, perform and display such Network Information for purposes related to the Services, provided the Network Information is anonymized, as well as to help Cisco and its Authorized Channel partners provide and improve Services or develop new Products and Services.

2.7. Customer Data Protection and Privacy

We will use Network Information as described above, as well as for any specific uses defined in an applicable Service Description. To the extent that Network Information contains any Personal Information, then that Personal Information will be treated in accordance with [Cisco's Privacy Policy](#). If you have questions about Cisco's privacy practices, please visit our Trust Center website located at www.cisco.com/go/trust. You'll see information there about our [Online Privacy Policy](#), [Security Advisories and Notices](#), and our [Privacy Data Sheets](#) for our Products and Services.

Appendix B
Glossary

The following are defined terms we most often use in our Service Descriptions and related documents. There may be additional terms we identify and define depending on the specific Service and we will include or otherwise provide those terms as necessary.

Defined Term	Meaning
Additional Services	Installation of new Hardware, system additions, Hardware upgrades, dispatch of a field engineer, or non-mandatory engineering changes.
Advance Replacement	Shipment of new or equivalent to new, in Cisco’s sole discretion, replacement Field-Replaceable Unit (FRU) before receiving failed FRU.
Advanced Services or Proactive Services	The Services set forth in the AS Service Description(s) found at http://www.cisco.com/go/servicesdescriptions and/or SOW(s) selected by the Customer. Advanced Services does not include Cisco’s core maintenance services, such as Smartnet or Software Application Services, nor does it apply to the purchase, support or maintenance of any Products.
Application Software	Non-resident or standalone Software Products listed on the Price List or in the Cisco cloud.
Authorized Channel	A system integrator, distributor or reseller authorized by Cisco to sell Services.
Business Days	The generally accepted days of operation per week within the country where the Services are performed, excluding local holidays as observed by Cisco.
Business Hours or Standard Business Hours	9:00 AM to 5:00 PM, Customer’s local time, on Business Days for the performance of Services. For replacement of failed Products, Business Hours are 9:00 AM to 5:00 PM Local Depot Time on Business Days.
Cisco.com	http://www.cisco.com or, where applicable, equivalent local Cisco websites.
Confidential Information	Confidential information received by Cisco or you in connection with your Master Agreement. Confidential Information may include, but is not limited to, trade secrets, know how, inventions, techniques, processes, programs, schematics, software source documents, data, customer lists, financial information, and sales and marketing plans or information which the receiving party knows or has reason to know is confidential or trade secret information of the disclosing party, as well as, in the case of Cisco, any information posted in non-public or password-protected sections of on Cisco.com.
Customer, End User, You or Your	The entity purchasing Services for its own internal use either directly or through an Authorized Channel.
Data Collection Tools	All hardware and/or software tools that support Cisco’s ability to collect Network Information, provide troubleshooting on cases, data analysis, and report generation capabilities as part of the Services.
Deliverable(s)	Items to be delivered by Cisco as set forth in an applicable Service Description and/or SOW, including without limitation any Software, Reports, Data Collection Tools, and/or Scripts.
Device Type	A Cisco supported Hardware Product (for example, Cisco Catalyst® 6509 Switch, GSR 12000 and Cisco 7200 Series Router).
Documentation	User manuals, training materials, Product descriptions and specifications, technical manuals, license agreements, supporting materials and other information relating to Products or Services offered by Cisco, whether distributed in print, electronic, CD-ROM or video format.
Equipment List	The list of Hardware and/or Software for which Cisco provides Services.
Event	Notification by Customer of its performance of a planned Network Hardware, Software, or configuration change.
Feature Set Upgrade	A separately licensed and priced Software release that contains an enhanced configuration or feature set.
Field-replaceable Unit (FRU) or Service Part	Any component or subassembly of an item or unit of Hardware that is new or equivalent to new, in Cisco’s sole discretion, and that reasonably can be replaced at Customer’s location. FRUs also may be subject to size and weight limitations.
Hardware	Tangible Cisco equipment, devices, or components.
Intellectual Property	Any and all tangible and intangible: (i) rights associated with works of authorship throughout the world, including but not limited to copyrights, neighboring rights, moral rights, and mask works, and all derivative works thereof, (ii) trademark and trade name rights and similar rights, (iii) trade secret rights, (iv) patents, designs, algorithms and other industrial property rights, (v) all other intellectual and industrial property rights (of every kind and nature throughout the world and however designated) whether arising by operation of law, contract, license, or otherwise, and (vi) all registrations, initial applications, renewals, extensions, continuations, divisions or reissues thereof now or hereafter in force (including any rights in any of the foregoing).

Local Depot Time	Central European Time for Services provided in Europe-Middle-East and Africa, Australia's Eastern Standard Time for Services provided in Australia, Japan's Standard Time for Services provided in Japan and Pacific Standard Time Services provided in all other locations.
Master Agreement	For purposes of Cisco's Service Descriptions: <ul style="list-style-type: none"> • If you purchased the Services subject to the Service Description directly from Cisco for Internal Use: Master Services Agreement, Advanced Services Agreement, or other equivalent agreement applicable to the purchase of the Services with Cisco. If no Master Agreement exists, then the Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html apply. • If you are an Authorized Cisco Reseller and purchased the Services subject to the Service Description directly from Cisco for Resale Purposes: Systems Integrator Agreement or equivalent agreement applicable to the Resale of the Services (also referred to as a "Master Resale Agreement"). If your Master Resale Agreement does not contain terms applicable to the purchase the Services, then the Master Resale Agreement plus the SOW Resale Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html apply and this Service Description is deemed a Statement of Work under those terms and conditions.
Network or Environment	A set of interconnected and interworking Cisco supported Hardware and Software (or its components) to which the Services apply.
Network Information	The device, usage, performance and other data collected by Cisco from your Network or Environment by Data Collection Tools or other sources.
Network Infrastructure	Your core transport and aggregation Network technology (for example, metro optical, ATM/Frame Relay, IP core and Cisco security devices including, but not limited to, Firewall, IDS and VPN3000).
Network Infrastructure Size	The total value of Products in Customer's Network based on the global list price of the Products that Customer has purchased.
Non-Genuine Products	Any and all products: (i) to which a Cisco Partner logo, Cisco trademark, service mark or any other Cisco mark has been affixed without Cisco's express written consent; (ii) that have not been manufactured by Cisco or by a licensed manufacturer of Cisco; (iii) are produced with the intent to counterfeit or imitate a genuine Cisco Product, or (iv) where any form of copyright notice, trademark, logo, confidentiality notice, serial number or other product identifier have been removed, altered, or destroyed.
On Site (or Onsite)	The Services performed at a Customer location or site.
Open Source	Any third-party software, which is commercially available from an open source provider or considered as a "hardened release", having been tested and offered by commercial providers identified by and including Cisco, and is certified on the Cisco Hardware and Software Interoperability Matrix.
Price List	The price list for services applicable in the country where the Services are ordered or delivered.
Product	Cisco Hardware and Software products that are made generally available.
Purchase Order or PO	The final order accepted and approved by Cisco for the Services.
Quote	The valid Cisco quote referenced by the SOW, Service Order, Purchase Order, etc. for the applicable purchased Services, which would be issued between Cisco and Customer for direct purchases, or between Cisco and Authorized Channel (with corresponding quote and purchase order between Authorized Channel and Customer).
Remedial Hardware Maintenance	Diagnosis and onsite replacement of Hardware components with FRUs.
Remote	The Services are to be performed from a place other than the customer location. Does not require physical On Site presence.
Reports	Reports, recommendations, network configuration diagrams, and related non-Software Deliverables made available by Cisco as part of a Service.
Response Time	For Advance Replacement Services, the period commencing on the creation of the RMA request and ending when the FRU is delivered On Site; for On Site Services, the period commencing on creation of the RMA request and ending when Cisco personnel arrive On Site.
RMA	Return Material Authorization.
Same Day Shipment	Local Same Day Shipment (SDS) or International SDS is available where Next Business Day or Next Calendar Day Service cannot be provided. RMA will be dispatched from the closest In Country / International regional depot. For international RMA shipments, Customer will be responsible to act as the Importer of Record (IOR), liable for any destination charges such as Duties / Taxes and any other local regulatory licenses or permits for the country of import.
Scripts	Software scripts, macros and batch files provided by Cisco.

Services	One or more of the Cisco services options purchased by the Authorized Channel or Customer, as applicable.
Services Term	The duration of the Service purchased as set forth in the Quote. All included Services and Deliverables are available for consumption solely during the same Services Term in which such Services and Deliverables are purchased. References in Service Descriptions to Services being provided during a “year” (e.g. quantities such as “once a year”) or otherwise on an annual basis mean a Service Term year and not a calendar year, unless expressly stated otherwise in the Service Description.
Service Description	The applicable description of the Service(s) made available by Cisco in accordance with your Master Agreement. http://www.cisco.com/go/servicedescriptions
Severity Levels	<ul style="list-style-type: none"> • Severity 1 means an existing Network or Environment is down or there is a critical impact to your business operation. You and Cisco both will commit full-time resources to resolve the situation. • Severity 2 means operation of an Existing Network or Environment is severely degraded or significant aspects of your business operation are negatively impacted by unacceptable Network or Environment performance. You and Cisco both will commit full-time resources during Standard Business Hours to restore the service to satisfactory levels. • Severity 3 means operational performance of the Network or Environment is impaired, although most business operations remain functional. You and Cisco both are willing to commit resources during Standard Business Hours to restore service to satisfactory levels. • Severity 4 means information is required on Cisco product capabilities, installation, or configuration. There is little or no impact to your business operation. You and Cisco both are willing to provide resources during Standard Business Hours to provide information or assistance as requested.
Signature File	A file comprised of a package of network signatures which is intended to provide an update to the signature database resident in a Cisco Product having Intrusion Detection System or Intrusion Prevention System (IDS/IPS) functionality. This signature data base is used by the IDS/IPS product to compare network traffic against data patterns within the Signature File library. The IDS/IPS uses this comparison to detect suspected malicious network traffic behavior. The Signature File therefore, once installed in an IDS/IPS product, becomes the signature database that the Product uses to detect suspicious behavior.
Signature File Notification	To notification to Customer by Cisco.com posting, by e-mail or other web-based tools that a new Signature File(s) are available to download.
Software	The software programs provided by Cisco, including any copies, updates, upgrades, modifications, enhancements, and any derivative works thereof.
Software Releases	<ul style="list-style-type: none"> • Maintenance Release is an incremental Software release that provides maintenance fixes and may provide additional Software functions. Cisco designates Maintenance Releases as a change in the digits to the right of the tenths digit or of the hundredths digit of the Software version number [x.x.(x) or x.x.x.(x)]. • Minor Release is an incremental release of Software that provides maintenance fixes and additional Software functions. Cisco designates Minor releases as a change in the tenths digit of the Software version number [x.(x).x]. • Major Release is a release of Software that provides additional software functions. Cisco designates Major Releases as a change in the ones digit of the Software version number [(x).x.x].
Software Track	A unique set of Hardware feature combinations (e.g., unique device function, Network layer, geography, Hardware platform, features, module requirements, stability requirements, risk) that could potentially be addressed by a single Software release.
Source Code	Software code in human-readable or non-compiled form, including any programmer’s notes, related materials and Documentation.
Statement of Work or SOW	The documents agreed upon by the parties that define the Services and Deliverables, if any, to be provided by Cisco.
Support Levels	<ul style="list-style-type: none"> • Level Zero Support means the ability to log Customer interactions, assign to proper resource team, document symptoms, affected Hardware, and Software; verify service entitlement and severity level; provide initial problem categorization and business impact; answer general questions using pre-scripted text; direct Customers to self-help tools or documentation; notify Customer of known outages or service level impacts; direct Customers to status pages; help Customers through common known usage level issues; address Customer “how to” questions; provide attendee support for common know usage problems; and address issues solved by known documented process.

	<ul style="list-style-type: none"> • First Level Support means the ability to provide general information on Cisco products, software and solutions; provide assistance with problems uncovered during Hardware and Software configuration, install and upgrade for Products and technologies; identify and resolve obvious Hardware problems; identify and resolve known problems through available documentation; provide basic internetworking troubleshooting expertise; provide basic support on standard Software protocols and features; collect network traces and diagnostic data; provide regular status reports to the Customer; perform simple problem determination and collect relevant technical information; assist with billing and subscription management; provide phone support for cloud setup and configuration support; help resolve Customer “how to” questions; provide attendee and Customer support related to user level device set up. • Second Level Support means the ability to resolve complex configuration problems and simulations (i.e., recreates); resolve of Hardware or Software problems; identify Product defects; define action plan for troubleshooting/resolution; prioritize problem based on business impact; identify resources needed for a temporary and/or permanent solution based on priority; provide expertise in Cisco and third-party analysis tools; provide expertise in trace analysis, diagnostics and data analytics techniques; test interoperability of Software and Hardware prior to deployment in production; test in lab before deployment of possible fix; identify and implement workarounds or alternate options; and provide contact with complete steps to reproduce a problem in event of escalation to Third Level Support. • Third Level Support means the ability to identify and resolve unknown problems; identify and implement workarounds for products and complex solutions that require a demonstrate specialized expertise level beyond Level One Support and Level Two Support; reproduce issues with complex lab simulations; be the interface with Product and/or Software development engineering support; identify interoperability issues that may be caused by third party software/hardware.
TAC	The Cisco Technical Assistance Center.
Technical Support Services	Services that provide both essential proactive and reactive operation and maintenance support Services identified as Technical Support Services at http://www.cisco.com/go/servicedescriptions .
Technology Application	Specific technologies including, but not limited to, content networking, broadband, and IP telephony that do not operate at the Network Infrastructure level.