



Service Description: Advanced Services – Fixed Price

Cisco Inspection Service – High Complexity Equipment (ASF-CEI-G-INSP-HC)

This document describes Advanced Services Fixed Price: Cisco Inspection Service – High Complexity Equipment.

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.

Sale via Cisco Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

Service Summary

The Cisco Inspection Service – High Complexity Equipment provides inspection of the Product to determine whether or not the Product can be placed under a Cisco maintenance contract. **Cisco has no obligation to provide support services under a maintenance contract for any Product that does not pass inspection.** The service consists of an inspection of 1 quantity of Product from the list below and any addition inspection will require purchase of additional quantities of this Service:

Routers:

CISCO 72/73/74/75/7600 SERIES
CISCO 12000 SERIES
UBR 10XXX

Switches

CISCO CATALYST 4000
CISCO CATALYST 4500
CISCO CATALYST 4900M
CISCO CATALYST 5X00
CISCO CATALYST 6X00
CISCO CATALYST 8000/8500

Others

Nexus 5000
Nexus 7000
CISCO BPX 8600 SERIES
CACHE ENGINE 500
ASR 5000
ASR 1000

Deliverables

- Inspection result document that will identify whether the Product qualifies to be supported by Cisco maintenance contract.

Location of Services

Services are delivered onsite at Customer location unless otherwise specified.

Inspection Service

Cisco Responsibilities

- Provide inspection of all Hardware modules
- Provide inspection of network interfaces
- Perform basic Product diagnostics

Cisco Inspection Service – High Complexity Equipment

- Verify the Product firmware
 - Collect and confirm Product serial numbers
 - Issue documentation at the end of the inspection that will identify whether the Product qualifies to be supported by a Cisco maintenance contract.
 - Cisco reserves the right to refuse inspection/service on any Product that has been discontinued for longer than two years.
 - THIS LIMITED EQUIPMENT INSPECTION IS RESTRICTED SOLELY TO THE SERVICES DETAILED ABOVE AND IS NOT DESIGNED TO TEST WHETHER ALL OF THE PRODUCT'S FUNCTIONS MAY BE PERFORMED OR NOT. THIS LIMITED EQUIPMENT INSPECTION IS NOT INTENDED TO TEST WHETHER OR NOT THE PRODUCT FUNCTIONS IN THE CUSTOMER'S NETWORK ENVIRONMENT, FUNCTIONS WITH OTHER PRODUCTS IN THE CUSTOMER'S NETWORK ENVIRONMENT OR TO ASCERTAIN WHETHER OR NOT ANY SOFTWARE COMPRISING PART OF THE PRODUCT CONTAINS ANY BUGS OR ERRORS
 - THIS LIMITED EQUIPMENT INSPECTION WILL NOT RESULT IN ANY WAY IN THE PRODUCT BEING CERTIFIED AS "NEW", "NEARLY NEW" OR "REFURBISHED".
- .3. Topology maps, configuration information and existing and proposed network infrastructure.
- Unless otherwise agreed to by the parties, Customer shall responded within two (2) Business Days of Cisco's request for any other documentation or information needed to provide the Service.
 - Service request in the US and Canada are at a minimum of 5 business days notice. International sites will require a minimum 10 business days notice.
 - Any cancellation/ reschedule must be done at least 24 hours ahead of the scheduled service event.
 - Any revisit will be billed as a new inspection.
 - Unless otherwise specified, this service does not cover the following:
 - Support services
 - Charges to replace Hardware
 - Any customization or installation of Software
 - Perform Hardware or Software upgrades
 - Repairs, troubleshooting, or diagnostics
 - Any delays, additional work, and/or costs that Cisco determines it has incurred due to the failure of Customer or its agents to meet any Customer responsibilities, or failure to properly complete site preparation prior to Cisco providing 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.
 - 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.

Customer Responsibilities

- Provide complete inventory of Hardware and Software
- Provide confirmation of adequate AC power and workspace
- Provide serial numbers of units to be inspected.
- All Customer site-preparation work and other responsibilities must be completed prior to the specified start date of the Cisco services.

General Customer Responsibilities

- It is assumed that Customer has/or is in the process of obtaining a valid Software license for any Software product which will be inspected.
- Designate a single point of contact to act as the primary technical interface to the designated Subcontractor engineer.
- 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 the site for equipment installation.
- Customer will provide all the information, data and documentation required by Cisco to provide the Services. This will include but not limited to the following:
 - .1. Information relating to Customer's network, design, business and other applicable requirements.
 - .2. Functional and/or technical documentation relating to such requirements.

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.