

SERVICE DESCRIPTION: SOLUTION VALIDATION SUBSCRIPTION SERVICE

<p>Services Summary</p> <p>Solution Validation Subscription Service provides test lifecycle support services including validated designs refinement, configuration optimization, performance/scalability verification, high availability, interoperability and capacity testing, product /software validation, deployment assurance/lifecycle management product replacement/refresh services, migration validation, deployment staging architecture, technology, and, functionality testing, performance and scale testing and solution compatibility with Third-Party platforms.</p> <p>This Service is intended to supplement a current support agreement for Cisco Products and is only available if all Products in Customer’s Network are supported by a minimum of core services such as Collaboration, Core Networking, Data Center, Security, Mobility and Video. If available, Cisco will provide the Service described below 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.</p>	<p>Deliverables</p> <ul style="list-style-type: none"> • Test and Lab Assessment • Solution Requirements Development • Solution Validation Test Report • Design Review • Test Case Development • Migration Plan Development • Implementation Plan Development • Implementation Execution • Testing Execution • Solution Validation Test Support • Consulting Support • Knowledge Transfer <p>Location of Services</p> <p>Remote unless otherwise expressly set forth below.</p>
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GENERAL SUPPORT PROVIDED FOR SELECTED SERVICES

Cisco will provide the Services described below, where available, for the Customer’s Network during Standard Business Hours (unless stated otherwise in this Service Description).

PROJECT MANAGMENT

<p>Cisco Responsibilities</p> <ul style="list-style-type: none"> ▪ Provide a project plan which is a baseline document from which the Cisco project manager can manage deliverables, changes management issues, and the overall project schedule. ▪ Work with Customer to identify and document dependencies, risks, and issues associated with completion of Services. ▪ Provide Customer with identity of Cisco personnel requiring access to Customer premises, where applicable. ▪ Review the Project plan with the Customer. 	<p>Customer Responsibilities</p> <ul style="list-style-type: none"> ▪ Ensure Cisco is provided with all information, data, and documentation as reasonably required to provide the Services within five (5) business days of Cisco’s request. ▪ Provide Cisco with necessary physical and remote access and clearance to Customer site(s). ▪ Coordinate with any external third party, in relation to Services being provided. ▪ Designate a single point of contact to act as the primary technical interface to the designated Cisco engineer. ▪ Review and approve the Project Plan.
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TEST AND LAB ASSESSMENT

<p>Cisco Responsibilities</p> <ul style="list-style-type: none"> ▪ Review Customer’s validation automation environment, resources, processes, tools, concerns, and challenges. ▪ Perform analysis of Customer’s current testing and validation environment for one (1) of the following areas: <ul style="list-style-type: none"> ○ General: assessment of the Customer’s Lab environment and test objectives, including people, process and tools. ○ Technology and Migration: assessment of a single Cisco product or a single Cisco product migration. 	<p>Customer Responsibilities</p> <ul style="list-style-type: none"> ▪ Designate a single point of contact to act as the primary technical interface for Cisco personnel and participate in interviews. ▪ Five (5) Business Days prior to commencement of workshop(s)and/or interview(s)with Cisco, provide Cisco with requirements and/or documentation related to the following: lab test environment documents; current validation job level requirements; tools and validation strategy. ▪ Review and approval the Assessment Report.
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- o Solution Assessment: assessment for a number of Cisco products and/or Cisco software all working together.
- Provide the Assessment Report to the Customer for review.

SOLUTION REQUIREMENTS DEVELOPMENT (VALIDATION CYCLE AND REVIEW OR SOFTWARE DEFINED ACCESS (SDA))

Cisco Responsibilities

- Provide Customer with a requirements questionnaire to identify Customer business objectives and technical requirements for the solution.
- **For Validation Cycle and Review Customers Only:** Review existing Customer documentation related to current and planned architectural design(s) including software strategy, platforms, topology, protocols and configurations in the solution and scale.
- **For SDA Customers Only:** Provide Customer with a requirements questionnaire to identify Customer business objectives and technical requirements for the Software Defined Access (SDA) Design Validation. Design Validation Services validate and refine the fundamental building blocks of an SDA solution deployment tailored to the Customer’s business and technical requirements. SDA solution components can include: designing under an overlay network, network provisioning/orchestration, addressing pool definitions (segment strategy and host onboarding), and policy definition and administration. Typical deployments can consist of the following: Cisco Catalyst product family switches, Cisco Routing (ISR, CSR, ASR platforms), DNAC appliance (DNA Center), ISE (Cisco Identity Service) appliance or virtual machine, Cisco Wireless Lan Controller (WLC) and access points, and other components as scoped.
- Conduct workshop(s) and/or interview(s) (the number and frequency of such workshop(s) and/or interview(s) to be at Cisco’s discretion) with key members of Customer’s organization, and/or a Ten (10) Business Day [remote/onsite] requirements gathering workshop.
- Review requirements of the proposed solution validation and automation for validation gathered during the workshop/interviews, and perform a gap analysis against the current architectural design(s).
- **For Validation Cycle and Review Customers Only:** Draft the Solution Requirement Report as a joint technical plan of record (JTPOR) which may include but is not limited to analysis of validation requirements including software strategy, platform, topology, protocols, configuration, and scale, and a detailed Validation Plan.
- **For SDA Customers Only:** Draft the Solution Requirements Report as a joint technical plan of record which may include but is not limited to the following: business, technical, and operational requirements and customer’s validation criteria, and validation project scope agreement.
- Provide the Solution Requirement Report to the Customer for review.

Customer Responsibilities

- Provide Cisco with input for validation by: a) participating in interviews; and/or b) returning the completed requirements questionnaire ten (10) Business Days from receipt.
- Provide relevant documentation related to the current architectural design(s).
- Inform Cisco of any remote connectivity requirements, if necessary.
- Review and approve the Solution Requirement Report.

SOLUTION VALIDATION TEST PLAN DEVELOPMENT (VALIDATION CYCLE AND REVIEW OR SOFTWARE DEFINED ACCESS (SDA))**Cisco Responsibilities**

- Conduct workshop(s) and/or interview(s) (the number and frequency of such workshop(s) and/or interview(s) to be at Cisco's discretion) with Customer to discuss Customer's existing validation plan if any, the Solution Requirement Document for Validation Cycle and Review or SDA, existing automation for validation, execution process and tools to be used.
- Review the Customer provided success test Plan criteria.
- Draft a Solution Validation Test Plan which includes test case criteria.
- Provide the Solution Validation Test Plan to the Customer for review.

Customer Responsibilities

- Provide Customer's existing validation plan, if any.
- Document the Test Plan success criteria and provide Cisco the document within ten (10) Business Days of Customer interview completion.
- Review and approve the Solution Validation Test Plan,

SOLUTION VALIDATION TEST REPORT DEVELOPMENT (VALIDATION CYCLE AND REVIEW OR SOFTWARE DEFINED ACCESS (SDA))**Cisco Responsibilities**

- A Solution Validation Test Plan is required only if a test plan does not exist.
- **For Validation Cycle and Review Customers only:** Create a model of Customer's lab environment for validation purposes.
- **For SDA Customers only:** Create a lab (physical and logical) environment for validation purposes aligned to the SDA design.
- Run validation case scenarios in accordance with the agreed upon Solution Validation Test Plan and monitor behavior against the defined Customer success criteria as defined in the Test Plan.
- Draft the Solution Validation Test Report that includes validation results and/or results from solution design refinement if appropriate.
- Provide the Solution Validation Test Report to the Customer for review.

Customer Responsibilities

- Review and approve the Solution Validation Test Report.

SOLUTION REQUIREMENTS DEVELOPMENT (SOLUTION INTEGRATION)**Cisco Responsibilities**

- Provide Customer with a requirements questionnaire to identify Customer business objectives and technical requirements for the solution validation. Solution validation supports solution design by validating key functional features or scale of the planned design in the contracted number of two-week micro-sprints.
- Review existing Customer documentation related to current and planned architectural design(s) including software strategy, platforms, topology, protocols, configurations and scale.
- Conduct remote workshop(s) and/or interview(s) (the number and frequency of such workshop(s) and/or interview(s) to be at Cisco's discretion) with key members of Customer's organization for requirements gathering.
- Review requirements of the proposed solution validation for validation gathered during the remote workshop(s) and/or interview(s) and perform a gap analysis against the current architectural design(s).
- Draft the Solution Requirement Report for Integrated Service Validation as a joint technical plan of record which may include the following: a) business, technical, and operational requirements and customer's validation criteria and b) validation project scope agreement.

Customer Responsibilities

- Provide Cisco a list of personnel participating in the remote workshop(s) and/or interview(s) ten (10) Business Day prior to start of the workshop(s) and/or interview(s).
- Return to Cisco the completed requirements questionnaire ten (10) Business Days from receipt.
- Provide relevant documentation related to the current architectural design(s).
- Inform Cisco of any remote connectivity requirements, if necessary.
- Review and approve the Solution Requirement Report.

- Provide the Solution Requirement Report to the Customer for review.

SOLUTION VALIDATION TEST PLAN DEVELOPMENT (SOLUTION INTEGRATION VALIDATION)

Cisco Responsibilities

- Conduct remote workshop(s) and/or interview(s) (the number and frequency of such workshop(s) and/or interview(s) to be at Cisco’s discretion) with Customer to discuss Customer’s existing validation test plan, the Solution Requirement Document for Solution Integration Validation, third party components, test execution process and tools to be used.
- Review the Customer provided test plan and test success criteria document.
- Draft a Solution Validation Test Plan.
- Provide the Solution Validation Test Plan to the Customer for review.

Customer Responsibilities

- Provide Customer’s existing validation plan, if any.
- Document and provide the test plan and testing success criteria document to Cisco within ten (10) Business Days of Customer interview completion.
- Review and approve the Solution Validation Test Plan.

SOLUTION REQUIREMENTS DEVELOPMENT

Cisco Responsibilities

- Solution Validation Test Plan for Integrated Service Validation is required only if a test plan does not exist.
- Simulate the Customer’s lab environment for validation testing purposes.
- Run validation case scenarios in accordance with the final Solution Validation Test Plan and monitor behavior against expectations.
- Draft the Solution Validation Test Report that includes validation results and/or solution development refinement if appropriate.
- Provide the Solution Validation Test Report to the Customer for review.

Customer Responsibilities

- Review and approve the Solution Validation Test Report

SOLUTION VALIDATION SOLUTION REQUIREMENTS DEVELOPMENT (LIFE CYCLE MANAGEMENT AND VALIDATION)

Cisco Responsibilities

- Provide Customer with a requirements questionnaire to identify Customer business objectives and technical requirements for the Life Cycle Management and Validation. Solution Requirements Development Services may include a dedicated lab, software maintenance upgrade (SMU) validation, major/minor release upgrade validation, MOP validation, new hardware and feature validation, and capacity/scale modelling.
- Review existing Customer documentation related to current and planned architectural design(s) including software strategy, platforms, topology, protocols, configurations, third-party hardware and software components in the solution and scale.
- Conduct the remote workshop(s) and/or interview(s) (the number and frequency of such workshop(s) and/or interview(s) to be at Cisco’s discretion) with key members of Customer’s organization.
- Review requirements of the proposed solution validation and automation for validation gathered during the workshop(s)and/or interview(s)and perform a gap analysis against the current architectural design(s).

Customer Responsibilities

- Provide Cisco the completed questionnaire within ten (10) Business Days from receipt.
- Provide Cisco a list of personnel participating in the remote workshop(s)and/or interview(s) ten (10) Business Day prior to start of the workshop(s)and/or interview(s).
- Review and approve the Solution Requirements Report.

- Draft the Solution Requirement Report for Life Cycle Management and Validation as joint technical plan of record which may include but is not limited to the following: business, technical, operational requirements and customer's validation criteria, and validation project scope agreement.
- Provide the Solution Requirement Report to the Customer for review.

SOLUTION VALIDATION TEST PLAN DEVELOPMENT (LIFE CYCLE MANAGEMENT AND VALIDATION)

Cisco Responsibilities

- Conduct remote workshop(s) and/or interview(s) (the number and frequency of such workshop(s) and/or interview(s) to be at Cisco's discretion) with Customer to discuss Customer's existing validation plan if any, the Solution Requirement Document for Life Cycle Management and Validation, third party components as part of the solution, existing automation for validation, execution process and tools to be used.
- Draft a Solution Validation Test Plan which includes test cases to be developed.
- Provide the Solution Validation Test Plan to the Customer for review.

Customer Responsibilities

- Provide Cisco a list of personnel participating in the remote workshop(s) and/or interview(s) Ten (10) Business Day prior to start of the workshop(s) and/or interview(s).
- Provide relevant documentation related to the current architectural design(s).
- Develop the test plan success criteria and provide the plan to Cisco for review.
- Review and approve the Solution Requirement Report.

TEST REPORT DEVELOPMENT (LIFE CYCLE MANAGEMENT AND VALIDATION)

Cisco Responsibilities

- Simulate the Customer's lab environment for validation testing purposes.
- Run validation case scenarios in accordance with the agreed upon Solution Validation Test Plan and monitor behavior as defined in the Customer's defined success criteria.
- Draft the Solution Validation Test Report that includes validation results.
- Provide the Solution Validation Test Report to the Customer for review.

Customer Responsibilities

- Provide management, troubleshooting, issue resolution involving any non-Cisco hardware or software
- Review and approve the Solution Validation Test Report.

SOLUTION REQUIREMENTS DEVELOPMENT (SOFTWARE DEFINED ACCESS (SDA) MIGRATION)

Cisco Responsibilities

- Provide Customer with a requirements questionnaire to identify Customer business objectives and technical requirements for the SDA Migration Validation. Migration Validation may include design and validation of 'typical' L2 / L3 routed campus network migration to SDA solution. Components of SDA solution can include: underlay design and configuration (per Cisco validated design), overlay design and provisioning via DNA-C, migration of existing L2 / L3 VLAN segmentation to SDA policy strategy, wireless and wired host migration from existing campus network to 'fabric' enabled design.
- Review existing Customer documentation related to current and planned architectural design(s) including existing network design and 'target' SDA enabled fabric design proposal in the solution.
- Conduct remote workshop(s) and/or interview(s) (the number and frequency of such workshop(s) and/or interview(s) to be at Cisco's discretion) with key members of Customer's organization.

Customer Responsibilities

- Provide Cisco with an SDA migration plan.
- Provide Cisco a list of personnel participating in the remote workshop(s) and/or interview(s) ten (10) Business Day prior to start of the workshop(s) and/or interview(s).
- Return to Cisco the completed requirements questionnaire ten (10) Business Days from receipt.
- Provide relevant documentation related to the current architectural design(s).
- Review and approve the Solution Requirement Document.

- Review requirements of the proposed solution validation remote workshop(s)and/or interview(s)and perform a gap analysis against the current architectural design(s).
- Draft the Solution Requirement Document for SDA Migration Validation as joint technical plan of record which may include but is not limited to the following: business, technical, and operational requirements and customer’s validation criteria and validation project scope agreement.
- Provide the Solution Requirement Document to the Customer for review.

TEST PLAN DEVELOPMENT (SOFTWARE DEFINED ACCESS (SDA) MIGRATION)

Cisco Responsibilities

- Solution Requirement Document for SDA Migration Validation.
- Conduct remote workshop(s)and/or interview(s) (the number and frequency of such workshop(s)and/or interview(s)to be at Cisco’s discretion) with Customer to discuss Customer’s existing validation plan if any, the Solution Requirement Document for SDA Migration Validation, existing test cases for validation, execution process and tools to be used.
- Draft the Solution Validation Test Plan which contains a migration strategy and methodology in order to overlay new fabric infrastructure on top of existing network setup and/or a staged hardware and software migration.
- Provide the Solution Validation Test Plan to the Customer for review.

Customer Responsibilities

- Provide Cisco with input for validation by scheduling the remote workshop(s) and interview(s) participants.
- Provide Customer’s existing validation plan and successful test criteria, if any to Cisco.
- Review and approve the Solution Validation Test Plan.

TEST REPORT DEVELOPMENT (SOFTWARE DEFINED ACCESS (SDA) MIGRATION)

Cisco Responsibilities

- Solution Validation Test Plan for SDA Migration Validation is required unless a test plan already exists.
- Create a lab (physical and logical) environment for existing representative network setup plus ‘target’ SD-Access enabled solution based on the SDA design.
- Run validation case scenarios in accordance with the agreed upon Solution Validation Test Plan for SDA Migration Validation and monitor behavior against expectations.
- Draft the Solution Validation Test Report that includes Methods of Procedures (MOP) with detailed migration exercise and recommendations.
- Provide the Solution Validation Test Report to the Customer for review.

Customer Responsibilities

- Provide management, troubleshooting, issue resolution involving any non-Cisco hardware or software.
- Review and approve the Solution Validation Test Report.

DESIGN REVIEW

Cisco Responsibilities

- Provide Customer with a requirements questionnaire to identify Customer business objectives and technical requirements for the Customer provided design to be reviewed.
- Review Customer requirements for solution design requirements through conducting a one (1) Business Day remote requirements workshop(s)and/or interview(s).
- Conduct remote workshop(s) and/or interview(s) (the number and frequency of such workshop(s) and/or interview(s) to be at

Customer Responsibilities

- Provide Cisco a list of personnel participating in the remote workshop(s)and/or interview(s) ten (10) Business Day prior to start of the workshop(s)and/or interview(s).
- Provide Cisco the completed questionnaire and the design to be validated and any additional requested documentation within ten (10) Business Days from receipt.
- Provide desired production network deployment details to be emulated by Cisco Solution Validation Services. These details include but are not limited to the physical and logical topologies

<p>Cisco’s discretion) with Customer reviewing the Customer provided technical design.</p> <ul style="list-style-type: none"> Provide the Design Review Report to the Customer for review. 	<p>with platforms and interfaces illustrated, software versions to be tested, third party device information management servers/services or applications that are critical to testing (including use, location in topology), and traffic characteristics, Quality of Service (QoS) and scale profiles, and typical use cases.</p> <ul style="list-style-type: none"> Review and approve the Design Review Report.
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TEST CASE DEVELOPMENT

<p>Cisco Responsibilities</p> <ul style="list-style-type: none"> Conduct a remote kick off meeting to discuss test cases goals and objectives, software strategy, hardware, topology, list of high level features/test cases, security requirements, review any customer developed test cases and determine relevancy and review the Customer’s test case acceptance criteria. Create test cases using documenting information gathered from the kick off meeting and Customer provided documentation. Provide Test Cases to the Customer for review. 	<p>Customer Responsibilities</p> <ul style="list-style-type: none"> Designate Customer solution, security, operations and applications personnel to work with Cisco to develop and review Test Cases. Provide Cisco with steady state topology Information such as routing scale, MAC scale, hardware/software matrix, multicast, etc. Provide Cisco with test cases, test case acceptance criteria and collaborate with Cisco to identify test cases required. Review and approve the Test Cases.
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MIGRATION PLAN DEVELOPMENT

<p>Cisco Responsibilities</p> <ul style="list-style-type: none"> Review with the Customer the following: testing of hardware, software, and architecture migration support at the platform or system level. Draft the Migration Plan to include a pre-defined (golden) configuration, implementation test cases, roll-back scripting, and validated MOPs. Provide the Migration Plan to the Customer for review. 	<p>Customer Responsibilities</p> <ul style="list-style-type: none"> Provide management, troubleshooting, issue resolution involving any non-Cisco hardware or software. Document the hardware and software configuration and release levels of all components of lab environment and integration matrix to ensure lab meets the required. Responsible for troubleshooting and issue resolution involving any non-Cisco hardware or software. Review and approve the Migration Plan.
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IMPLEMENTATION PLAN DEVELOPMENT

<p>Cisco Responsibilities</p> <ul style="list-style-type: none"> Conduct workshop(s) and/or interview(s) (the number and frequency of such workshop(s) and/or interview(s) to be at Cisco’s discretion) with Customer to develop a thorough understanding of Customer’s solution testing and platform requirements. Assess the availability of preferred platforms within Customer’s lab and take steps to identify gaps that could impact the implementation. Review Customer provided test cases and finalize implementation scenarios based on the Customer’s business needs, platform, and test cases as applicable. Draft the Implementation Plan from information gathered during the Customer workshop(s) and/or interview(s). Provide the Implementation Plan to the Customer for review. 	<p>Customer Responsibilities</p> <ul style="list-style-type: none"> Designate Customer solution, security, operations and applications personnel to work with Cisco to develop and review the Implementation Plan. Designate Customer stakeholders responsible for supporting test case execution, to include the following assemble system components in staging area, if required, install hardware and software, if required, complete cabling and other physical connectivity, identify any potential security issues, and if required, implementing and configuring the detailed design with the assistance of Cisco engineers, Provide Cisco with steady state topology Information such as routing scale, MAC scale, hardware/software matrix, multicast, etc. Provide Cisco with test cases and collaborate with Cisco to identify test cases requirements. If testing is to be performed onsite, Customer must provide topology information for the Customer’s lab. Identify any issues that may affect the setup and execution of the test plan. Review and approve the Implementation Plan.
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IMPLEMENTATION EXECUTION**Cisco Responsibilities**

- Implementation Plan Development is required only if an Implementation Plan does not already exist.
- Execute test cases in accordance with the scope defined in the Implementation Plan.
- Conduct a weekly review of testing against Implementation Plan.
- Update if with any changes to the Implementation Plan.
- Provide the updated Implementation Plan to the Customer for review.

Customer Responsibilities

- Designate Customer stakeholders responsible for assisting Cisco engineers with updating any of the following: solution design, detailed implementation procedures and device-specific configurations, test procedures based on changes to the test cases, and defining and documenting failure recovery procedures.
- With Cisco's input, coordinate and develop an implementation schedule that meets the Customer's change and release management processes and Cisco's resource availability.
- Manage the delivery, installation, and configuration of equipment not provided by Cisco, that is required to work with, or act as, part of the Cisco-provided equipment.
- If executing the test cases with the assistance of Cisco engineers, evaluating the test results against acceptance criteria with the assistance of Cisco engineers.
- Participate in weekly reviews.
- Ensure Cisco has access to Customer personnel and/or Customer site (including physical/remote access to solution, devices, and facilities).
- Manage any internal change management procedures.
- Make any corrections to Customer-provided and/or installed equipment, as required.
- If applicable, provide input and assist in updating the Implementation Plan.
- Review the updated Implementation Plan.

TESTING EXECUTION**Cisco Responsibilities**

- Execute the Customer approved test plan and associated test cases.
- Provide weekly updates on testing progress, which will include the communication of encountered defects identified in release-notes, any limitations or caveats, and any relevant deviations observed as a result of direct or in-direct test execution.

Customer Responsibilities

- Provide at least two (2) suitably skilled and trained resources to work with Cisco as necessary during the Testing Execution.

SOLUTION VALIDATION SUPPORT**Cisco Responsibilities**

- Provide the number of consecutive Business Days of remote solution validation testing support as defined in the service contract. The Solution Validation Testing Support Services will commence on the next Business Day following completion of test execution.
- Solution Validation Testing Support Services will be deemed complete on the earlier of: the consumption of the defined number of Business Days; or the end of the Solution Validation Testing Support period.
- Solution Validation Testing Support Services will be provided by Cisco resource(s) as remote consultative support for assisting Customer in problem identification and resolution related to any failed test cases.

Customer Responsibilities

- Provide at least two (2) suitably skilled and trained resources to work with Cisco as necessary during Testing Support period.

CONSULTING SUPPORT

<p>Cisco Responsibilities</p> <ul style="list-style-type: none"> ▪ Provide consecutive Business Days of remote technical consulting support as defined in the applicable Service. Services will commence on the next Business Day following completion of the Services. ▪ Service will be deemed complete on the earlier of: the consumption of the defined number of Business Days; or the end of the service contract period. ▪ The Consulting Support Services will be provided by Cisco engineering resource(s) for remote consultative support. 	<p>Customer Responsibilities</p> <ul style="list-style-type: none"> ▪ Provide at least two (2) suitably skilled and trained resources to work with Cisco as necessary during the Consulting Support Services.
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KNOWLEDGE TRANSFER

<p>Cisco Responsibilities</p> <ul style="list-style-type: none"> ▪ Provide information to Customer regarding any course pre-requisites for Customer personnel nominated to attend the Knowledge Transfer session. Cisco will determine an appropriate format and delivery method for the Knowledge Transfer session. ▪ Within five (5) business days following completion of the applicable Services, determine a date of the Knowledge Transfer remote session. ▪ Provide related knowledge transfer material, if any. 	<p>Customer Responsibilities</p> <ul style="list-style-type: none"> ▪ Provide Cisco with the up to ten (10) names and basic profiles of personnel attending the Knowledge Transfer session at least five (5) Business Days before the Knowledge Transfer session commence. ▪ Within five (5) business days following completion of the service contracted, coordinate the time and date of the remote Knowledge Transfer with Cisco.
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GENERAL CUSTOMER RESPONSIBILITIES

- Services include direct access to Solution Validation Services test bed/lab environment. Customer acknowledges that additional charges may be associated with providing such access via DMZ infrastructure.
- Services assume Customer has provided Cisco with information regarding the Customer's desired production network deployment details to be emulated by Cisco Solution Validation Services. These include but are not limited to the following Customer information: physical and logical topologies with platforms and interfaces illustrated; hardware and software platforms (including modules, line cards), software versions to be tested, any third party device information, management servers/services or applications that are critical to testing (including use, location in topology), traffic characteristics, QoS and scale profiles, and typical use cases.
- Services assume Customer will provide Cisco with commercially reasonable advance notice of changes in the production networks being replicated for testing, or changes (e.g., topology, configuration, new IOS releases) to Customer managed test labs supported by Cisco SVS.
- Customer accepts responsibility for troubleshooting, maintenance, and related licensing of any third party (non-Cisco) hardware or software, where third party (non-Cisco) hardware or software is being used as part of an active test environment. Hosting of any non-Cisco provided third party hardware/software may incur additional charges.
- Customer understands that this test-driven solution development methodology only supports solution development and is not a full solution validation.
- 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.
- 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.

GENERAL

Incorporation by Reference: The [Glossary of Terms](#), [List of Services Not Covered](#) and [Severity and Escalation Guidelines](#) posted at 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/.