



Service Description: Cisco Spares Onsite Service

This document describes the Cisco Spares Onsite Service offering.

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; and (3) Severity and Escalation Guidelines. 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, this document is incorporated into your Master Services Agreement (MSA), Advanced Services Agreement (ASA) or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services 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

Cisco Spares Onsite Service provides Cisco-owned spares ("Spares") to be stored at Customer site(s) where they may be used to replace failed Hardware.

This Cisco Spares Onsite Service is intended to supplement a current support agreement for Cisco products and is only available when Product(s) in Customer's Network are supported through a minimum of Cisco's core device level maintenance services such as Cisco's Smart Net Total Care and Cisco's SP Base, amongst other core services with hardware replacement service entitlement. Cisco shall provide the Cisco Spares Onsite Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services that Cisco shall provide and the period during which such Services shall be provided. The minimum subscription period for Cisco Spares Onsite Service is three (3) years during which time a qualified core service must also be in place to provide replenishments for spares used up in replacing failed Hardware.

Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Cisco Spares Onsite Service

Cisco Responsibilities:

In consideration of the maintenance fee paid by the customer for the Service, Cisco shall provide the Cisco Spares Onsite Service for eligible products, where available and subject to Customer eligibility, as described below:

- **Focal Point.** Designate a Global Service Logistics Operations Manager to act as the primary interface with the Customer for its Spares Onsite Service.
- **Initial Stocking.** Upon acceptance of the Customer's purchase order, Cisco requires up to sixty (60) days to deliver Spares to the customer designated site(s).
- **Welcome Kit.** A Welcome Kit specifying storage facility requirements, inventory reporting and spares replenishment procedures such as "3-way RMA" will be provided.
- **Replenishment of Spares.** When a Spare is used to replace failed Hardware, Cisco will provide Advanced Replacement at the service level under the existing maintenance service contract associated with the failed Hardware and in accordance with the service delivery terms specified in the applicable Service Description.
- **Termination.** Upon termination of the Service, Cisco provides shipment instructions for the return of Spares to a Cisco depot.
- **Revision Adjustments.** Revision adjustments to Spares under this Service will not be performed by Cisco.
- **Stocking Strategy.** Cisco may provide for consultation to Customer as to appropriate sparing configurations or levels but is not responsible for Customer's spare parts stocking strategy.

Customer Responsibilities:**Service Pre-Qualifications:**

- Fill out the Spares Onsite Service Pre-Qualifications form and submit it per the instructions within the form. Cisco will provide a response on whether or not the requested service location and the type/quantity can be supported but Customer is solely responsible for determining its sparing requirements and spare parts stocking strategy.
- Confirm that product(s), which will be supported by the Service, are covered by a core device maintenance service agreement. Place a simultaneous core device maintenance service order if one is not already in effect.
- Customer shall use spares only for failed Hardware that have core device maintenance service coverage in place.
- Cisco and Customer may consult on appropriate sparing configurations or levels but the Customer is the sole determiner of its sparing requirements.

Operational Responsibilities:

- Assign a minimum of two contact persons (primary and backup) who can collaborate with Cisco in coordinating, planning and managing the Spares.
- Assign a room or a locker that meets Cisco's security and environmental requirements for spares storage as defined in the Welcome Kit provided by Cisco.
- Agree to take a physical inventory of Spares in stock on a quarterly basis and provide the results, upon request, to the designated Cisco Global Service Logistics Operations Manager.
- When requesting a replacement unit, Customer follows one of the following processes and also complies with existing RMA requirements and the service delivery terms specified in the applicable Service Description of the core device maintenance service agreement for the failed Hardware.
 - When a spare from Spares Onsite inventory is needed to replace a defective part, Customer is required to open a "3-way RMA", which is a special handling process, detailed in the Customer Storage and RMA Requirements that is included in the Welcome Kit provided by Cisco, before accessing Spares Onsite inventory to

ensure compliance with local trade import regulations. Serial numbers of both units – the Spare used and the defective part, must be provided for part replacement.

- When Spares Onsite inventory is NOT used and the Customer wishes to request a replacement unit directly from Cisco, note down the serial number of the defective part. Contact Cisco and follow the Cisco RMA process. Provide the serial number when prompted to do so.
- Notify Cisco promptly in the event when Spares are found to be damaged or missing.
- Customer will bear all risk of loss associated or attributable to the Spares while under Customer care, custody and control.
- Customer shall provide property insurance for Spares inventory at full replacement cost.
- Upon termination of the Service, Customer will return the Spares, per Cisco's instructions, to a Cisco depot. Customer will be responsible for missing or damaged Spares per full list price of the applicable Cisco Price Lists.

Entitlement/Audit

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| <ul style="list-style-type: none"> • Customer acknowledges that it is only entitled to use Spares for which it has paid the appropriate Spares Onsite Service fee and the usage is only for Product(s) covered under a core device level maintenance agreement. • Cisco reserves the right upon reasonable notice to perform an onsite or remote audit(s) to ensure (i) Spares are maintained in a secure and locked environment (ii) quantity and location agree with Cisco's records and (iii) Spares are in good condition and have not been damaged. In the event that an audit determines that Customer has not complied with the terms of this Service, Cisco has the right to terminate this Service and/or charge full list price of the Spares (including any unaccounted Spares under this Service) in question including the interest that are due for any late payments. |
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