



Service Description: Cisco Knowledge Service – Technical Knowledge Library

This document describes: Cisco Knowledge Service – Technical Knowledge Library (TKL). Upon payment of the relevant charges, Cisco shall provide TKL and its associated support (together, the “Services”).

Governing Agreement. This Service Description is subject to the terms of the Cisco SaaS Agreement (or another Product, End User License, or Services Agreement agreed to between Customer and Cisco) referenced in the purchase order, including any applicable Supplemental End User License Agreement or other addenda associated with the Services (the “Agreement”).

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. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Knowledge Service – Technical Knowledge Library at the end of this document have the meaning ascribed in the SEULA.

Cisco Knowledge Service – Technical Knowledge Library

Service Summary

The Cisco Knowledge Service – Technical Knowledge Library (TKL) provides access to design tips, methodologies, leading practices and foundational concepts related to Cisco products and technologies. The Content in the library is made available by Cisco to a number of Authorized Viewers through a secure web-based portal (“Portal”).

Deliverables

Technical knowledge in the following available modules:

- Network Infrastructure
- Data Center
- Security
- Wireless
- Collaboration

Location of Services

Services are delivered remotely.

Technical Knowledge Library

Cisco Responsibilities

- Make the Content available for up to 10 (ten) Authorized Viewers, including providing access to the following:
 - Multimedia clips:
 - VoD/AoD technical talks
 - Service deliverables archive
 - E-Learning courses
 - Sidebar Content:
 - Case Studies
 - Design Guides
 - Configuration Guides
 - Training Documents
 - Technical Tips
 - Deployment Guides
 - Online textbooks and/or manuals
 - Video and audio clips (different from the Multimedia Clips)
- Assist in account creation for the Portal, prior to use during the duration of the Service
- Provide a training session to Customer’s point(s) of contact for the Authorized Viewers.
- Host Content and provide preventative maintenance in accordance with Cisco’s normal maintenance schedules and procedures. Cisco will provide advance notice of any planned disruptions or upgrades to the TKL Portal, which is typically done once every quarter. These maintenance activities are done to provide technical and feature upgrades to the TKL Portal.
- Troubleshoot issues submitted to Cisco through provided e-mail alias tkl-support@cisco.com.
- Provide technical assistance to resolve Customer issues with access, account management, troubleshooting and training, as Cisco may deem necessary to properly provide the Services.
- Updated Content: Cisco may revise; update and/or remove previously released Multimedia Clips and/or Sidebar Content (“Updated Content”). Cisco will make any Updated Content available to Customer as a part of the Services. The Updated Content will exclude the previously released Multimedia Clips and Sidebar Content (where applicable) that the Updated Content was intended to supersede.

Customer Responsibilities

- Customer is responsible for security, network connection, IP address assignment and any required firewall or access

- control list changes required on its network, as applicable, in order for the Authorized Viewer(s) to access the Portal.
- Provide on-boarding information as follows: contact name, title, address, telephone number, e-mail address of primary and secondary team lead, Email ids and name of the Authorized Viewers who will need access to the Portal.
- Install the Digital Rights Management (“DRM”) software on as needed basis which allows Authorized Viewer to view the DRM- protected content on the Portal.
- Participate in training and/or feedback sessions with Cisco team to enable Cisco to understand the needs for the Portal.
- Provide any necessary training to Authorized Viewers.
- Customer should discontinue any use of the superseded Multimedia Clips and/or Sidebar Content.
- Notify Cisco of any technical support requests or troubleshooting issues related to the Services by sending e-mail to Cisco team at tkl-support@cisco.com.

Supplemental Glossary of Terms

“Authorized Viewer” means either (i) an employee of Customer or (ii) an independent contractor of Customer performing services for Customer’s benefit who is authorized by Customer to use the Services.

“Bumper Clip” means a short multimedia video and/or audio segment containing an ‘onBusiness Network’ logo or other branding sequence, which is intended to be viewed immediately before and/or after a Multimedia Clip.

“Content” means the content hosted on the Portal as part of the services, including the Sidebar Content. All Content shall be considered Cisco Confidential Information.

“Intellectual Property Rights” means all past, present, and future rights of the following types, which may exist or be created under the laws of any jurisdiction in the world: (a) rights associated with works of authorship, including exclusive exploitation rights, copyrights, moral rights, and mask work rights; (b) trade secret rights; (c) patent and industrial property rights; (d) trademark and trade name rights and similar rights; (e) other proprietary rights in intellectual property of every kind and nature; and (f) rights in or relating to registrations, renewals, extensions, combinations, divisions, and reissues of, and applications for, any of the rights referred to in clauses (a) through (e) of this sentence.

“Internal Use Purposes” means use of the Services for the sole purpose of permitting Authorized Viewers to view the Content, provided that all such viewing is solely intended to further Customer’s internal communications, training, education, or administrative objectives. Notwithstanding anything to the contrary in this Exhibit, “Internal Use Purposes” expressly excludes (i) the licensing, copying, transferring, or distributing of any element of the Services; (ii) displaying of any element of the Content to any persons other than Authorized Viewers, and Customer will not permit or enable any other persons to view any element of the Content; (iii) modifying, altering, abbreviating, or editing of any element of the Services unless expressly permitted by Cisco or its suppliers or licensors; (iv) the incorporation of any element of the Services into any product or service of Customer or creating a derivative work based upon the Services; and (v) using any element of the Services in any manner other than as expressly authorized under this Service Description.

“Multimedia Clip” means a discrete multimedia video or audio segment, in digital format, that is intended to be viewed from start to finish without interruption.

“Sidebar Content” means supplemental meta-content or meta-data associated with each Multimedia Clip, setting forth indexing information about the pertinent Multimedia Clip, such as its title, running time, a descriptive summary of its content, and its category or classification. Sidebar Content also means any viewable, downloadable or streamed content that may be accessed in connection with a Multimedia Clip or any Cisco-provided standalone content, including but not limited to transcripts, text files, pictures, directories, guides, video and/or audio files, and any other data, provided by Cisco pursuant to this Service Description, but excluding Multimedia Clips and Bumper Clips.

