

# Service Description

## Cisco Inspection Service – Low Complexity Equipment

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

### 1. Summary

The Cisco Inspection Service – Low Complexity Equipment (Advanced Service Fixed SKU: ASF-CEI-G-INSP-LC) 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 additional inspections will require purchase of additional quantities of this Service.

Cisco may, at its sole option, offer a webex inspection as an alternative to an on-site inspection at the same cost as an onsite inspection.

Routers	Switches	Security and Firewalls	Others
CISCO 860, 880 and 890 SERIES	CISCO CATALYST 2950 AND 2960 SERIES		
CISCO 1700 SERIES	CISCO CATALYST 3550, 3560,		
CISCO 2800 SERIES	CISCO CATALYST 9300		
CISCO 2900 SERIES	CISCO CATALYST 2900 XL		
	CISCO CATALYST 3500 XL		
	CISCO WS-6748		

### 2. Inspection Service

#### 2.1 Cisco responsibilities:

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

## 2.2 Customer Responsibilities

- Prior to the start date of the Services:
- Provide complete inventory of Hardware and Software.
- Provide confirmation of adequate AC power and workspace.
- Provide serial numbers of units to be inspected.

## 2.3 Assumptions

- 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.
- Service request in the US and Canada are at a minimum of 5 Business Days notice. International sites will require a minimum of 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.

## 2.4 Exclusions

- 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.