Service Description: Cisco Smart Net Total Care Standard Deployment And Support Service

This document describes the Cisco Smart Net Total Care Standard Deployment and Support Service.

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) or equivalent services agreement ("Agreement") executed between you and Cisco. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Smart Net Total Care Standard Deployment and Support Service at the end of this document have the meaning ascribed in the MSA 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.

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This Cisco Smart Net Total Care Standard Deployment and Support Service is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network are supported through the Smart Net Total Care Device Level Foundational Technical Service. Cisco shall provide the Cisco Smart Net Total Care Standard Deployment and Support 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. 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.

Support Service

Cisco Responsibilities

Cisco shall provide the following during Standard Business Hours (unless otherwise stated) using commercially reasonable efforts:

o Cisco will provide the Customer use of Collector Software under the Cisco Smart Net Total Care Standard Deployment and Support Service.

o Collector Software is provided by Cisco with the features enabled as the default configuration in order to collect data upon installation. Such collections will continue until such time as the Collector Software has been uninstalled.

o Cisco will assist the Customer with the installation of the Collector Software and completion of the initial inventory collection.

o Cisco will provide Customer with training for the Collector Software. Such training will be provided remotely, including via e-learning, and will address Collector Hardware, Collector Software, and Portal.

o Cisco will register the first Customer-administrator and provide entitlement access to Cisco employees that Customer authorizes to extract information from the Portal on their behalf.

o Cisco will assist the Customer to validate, and record inventory information of installed Cisco products, including types of devices, serial numbers and service coverage status, that are located on the Customer's premises ("Cisco Installed Base Information").

o Collector Software Managed Device List Notifications. Cisco will send reminders and instructional materials regarding Managed Device List maintenance.

o Collector Health Checks. Cisco will remotely monitor upload success/ failure activity and notify the Customer of issues found.

o Collector Software Updates. Cisco will monitor and update the Collector Software, as appropriate, to provide the Cisco Smart Net Total Care Standard Deployment and Support Service.

o As mutually agreed, Cisco will work with Customer to uninstall Collector Software from the Collector Hardware and coordinate return of Collector Software.

Cisco Smart Net Total Care Standard Deployment and

o Upon request, Cisco will remove or disable Customer account on the Portal.

Customer Responsibilities

o By installing the Collector Software, the Customer acknowledges understand and agrees that Customer Network Information will be transmitted and used to generate reports regarding Customer's network and equipment.

o Upon installation on Customer's network, Collector Software will immediately begin communicating to a Cisco server via secure encryption to enable Cisco to discover information about the Products within Customer's network and such collections will continue until such time as the Collector Software has been uninstalled or collection features disabled.

o Customer can elect to disable collection features of Collector Software or uninstall Collector Software at any time. By performing these actions, Customer understands that Cisco will be unable to provide certain elements of the Service and Cisco will not be responsible for performance of any obligations associated with Collector Software and the resulting level of service delivery will result in Customer primarily receiving Smart Net Total Care Device Level Foundational Technical Service.

o Customer has the ability destroy any such Customer Network Information collected by Cisco and shown in the Portal at any time upon request otherwise Cisco will continue to protect the Customer Network Information consistent with terms of the Agreement between the parties and Cisco's data retention policy.

o Customer will provide to Cisco a single point of contact to be directly involved in the inventory collection process and for key Customer responsibilities and activities.

o Obtain necessary internal corporate and network security approval related to the inventory collection process and placement of hardware and/or related inventory collection software on the network.

o Customer must provide the Collector Hardware, including the embedded operating system or Hypervisor, for performance of Services described herein.

o Customer will complete the pre-installation checklist with assistance from Cisco. Information required includes, but is not limited to: IP address, hostname, time zone, and domain name.

o Customer will attend scheduled conference calls as required by Cisco to complete installation of the Collector Software.

o Prior to deployment of the Collector Software Customer will review applicable release notes, documentation or user guides that accompany the Portal and Collector Software.

o Customer is responsible for providing and obtaining all hardware, as specified by Cisco, necessary to support the Collector Software and collection process.

o Customer will provide all necessary device, platform, feature, and release train requirements that exist in the Customer environment.

o Customer acknowledges that Cisco will only support generally available Products and Software releases/versions unless otherwise mutually agreed.

o Customer will attend remote Collector Software training sessions and take the online, self-paced Smart Net Total Care Service training and associated Cisco Online Testing (COLT) test.

o Customer will allow Cisco to both use the collected information and related data in connection with performance of the Service described herein, to recommend additional products/services to assist Customer in the execution of related activities and generally for commercial and business purposes. To the extent any Customer Network Information collected is deemed Confidential Information, Cisco will protect the information consistent with the terms of the Agreement between the parties and Cisco's data retention policy.

o Customer will provide initial Managed Device List information required for the network discovery and collection function.

o Customer will provide the first administrator user who will maintain a current list of individuals who will require entitlement access to the reporting and data including an administrator that will require access to the tool set and will be responsible for granting/revoking report and access to the Portal for additional Customer or Cisco partner users.

o Customer will permit the Collector Software to access all Customer network devices managed by the inventory collection process.

o Customer will provide data communication access for use by the Collector Software to transmit inventory data to Cisco and support of the Collector Software from a remote Cisco location.

o Customer will provide the Collector Software with Simple Network Management Protocol and OS-level Command Line Interface (CLI) access to all Cisco Product(s) in the Smart Net Total Care Managed Device List.

o Customer will ensure that the Portal access is restricted to those Customer employee(s) or authorized contractor(s) who have a bona fide need to access the Portal and/or a need to know the contents of the output of the Collector Software.

o Perform an initial set-up:

1) complete the Collector Software installation questionnaire and return it together with the Collector

Software system configuration (IP address, netmask, hostname, etc.) to Cisco

2) install the Collector Hardware in a secure area with limited physical access
3) connect the Collector Hardware to the network
4) secure Collector Hardware behind Customer's corporate firewall

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Supplemental Glossary of Terms for Cisco Smart Net Total Care Standard Deployment and Support Service

"Collector Hardware" means a Customer-provided server which runs a Virtual Machine environment that in turn hosts Collector Software for the purposes of collecting information relating to installed Cisco device configuration and inventory.

"Collector Software" means a network profiling software tool, which runs on the Collector Hardware, used for the purposes of collecting information relating to installed Cisco device configuration and inventory

"Customer Network Information" means the information about Customer's network that is collected, stored and analyzed in connection with the Service and may include, without limitation, the following information: configurations (including running configurations and startup configurations), product identification numbers, serial numbers, host names, equipment locations, IP addressed, system contracts, equipment models, feature sets, software versions, hardware versions, installed memory, installed flash, boot versions, chassis series, exceptions to such information (e.g., duplicate host name, duplicate IP address, device running interim release image), slot IDs, card types, card families, firmware versions, and other network and inventory information as deemed appropriate by Cisco.

"Hypervisor" means a software program that manages multiple operating systems, or multiple instances of the same operating system, on a single computer system

"**Portal**" means a web-based user interface to access Smart Net Total Care reports.

"Managed Device List" means a list of Cisco network devices targeted for collection by the Collector Software.

"Smart Net Total Care Device Level Foundational Technical Service" means the prerequisite services described at www.cisco.com/go/servicedescriptions.

"Virtual Machine" means a software implementation of a machine (i.e. a computer) that executes programs like a physical machine.