



Service Description: Cisco Self-Maintainer Service for UCS

This document describes the Cisco Self-Maintainer Service for UCS. This service is only available where Product is also supported with an active SMARTnet, Smart Net Total Care or Unified Computing Support Service support contract.

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. When you purchase these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) with Cisco. In the event of a conflict between this Service Description and your MSA, this Service Description shall govern.

Eligibility Requirements

Support provided under this Cisco Self-Maintainer Service for UCS offering is intended for Customer, meeting Eligibility shown below, who provides initial troubleshooting and processes its own failed Hardware returns.

- Minimum purchase requirements of \$500,000 in UCS equipment to be eligible.
- Ongoing purchases of \$250,000 in UCS each year to maintain eligibility.
- Cisco may from time to time require additional requirements related to service levels specific to support certain technologies of Products under this service offering.

Cisco Self-Maintainer for UCS

This offering is limited solely to Cisco's UCS products ("Eligible Product") that are currently supported under SMARTnet, Smart Net Total Care or Unified Computing Support Service support contract. In consideration of the Services ordered and Service fees paid by Customer and subject to Customer meeting and retaining eligibility, Cisco will use commercially reasonable efforts to provide the following Services:

- Cisco shall provide TAC support and other service delivery support to Customer as shown in the SMARTnet or Smart Net Total Care service offering under the Agreement except as further described below.

- Cisco shall allow Customer to perform self-maintenance on Eligible Products upon Cisco's validation that all training requirements have been met.
- Cisco will establish a program team or designated point of contact ("Self-Maintainer Program Team") to monitor Customer's qualifications and support process.
- Self-Maintainer Program Team will track completion of following Customer requirements:
 - Technical Training exams
 - RMA Process Training
 - CCO IDs mapped to service contracts
- Cisco will conduct quarterly business review meetings with Customer related to this service offering to address and review such items as:
 - Track RMAs/SRs
 - Service Order RMA Tool ("SORT") changes
 - Program Issues/Questions

Customer Responsibilities:

The provision of the Services by Cisco assumes that Customer will:

- Customer shall complete of all reasonable requirements as provided by Cisco regarding Technical Training and Process Training ("Training") and Self Return Material Authorization ("RMA") setup process, including any technical services exams and RMA process training on Cisco's SORT tool to log self-RMAs. Training is intended to address assembly, installation, configuration and troubleshooting basics for UCS B and C series Hardware and Software.
- Customer shall provide emails to Cisco to enable Cisco to validate successful exam completions for all requirements as specified by Cisco and Cisco will provide confirmation to Customer of its ability to begin self-maintenance of Eligible Products.
- Maintain all Product covered on an active SMARTnet, Smart Net Total Care or Unified Computing Support Service support contract for the duration of the Cisco Self-Maintainer Service for UCS service.

- Require a minimum of two individuals per location that have completed Training as required under this service offering.
- Identify a point of contact to discuss any issues with the Self-Maintainer Program Team
- Attend and/or participate quarterly business review meetings with Self-Maintainer Program Team.
- Perform all troubleshooting before logging RMAs.

- Customer may elect to process greater than 25 RMAs but Cisco is under no obligation to issue credits greater than the 25 RMA cap.

Program Compliance

Learning Credits

- Cisco will reimburse Customer for each RMA processed, subject to a maximum number of twenty-five (25) RMAs per year under this service offer, in the form of credits to be redeemed for any Cisco or Cisco Learning Partner training classes offered.
- Cisco will assign \$55 of credit per RMA processed, subject to the specified cap.

- In the event of RMA misuse or the self-RMA process authorized by Cisco is performed on any Cisco products other than Eligible Products, Customer will no longer be authorized to perform self-maintenance, any associated access rights will be terminated and any RMAs will be processed under the standard terms of the SMARTnet, Smart Net Total Care or Unified Computing Support Service support contract for the duration of the service contract currently in place between the parties.