

HOW CISCO PROVIDES SERVICES

1. Purpose and Scope of this Document

Thank You for choosing to purchase Cisco Services. This document, along with the relevant Services Description(s) or SOW(s), describes how we provide Services to You. For more information about how this document is incorporated with and into Your Master Agreement, please see [Exhibit A](#). We also included a Glossary in [Exhibit C](#) with definitions for key terms we use in this document and in our Service Descriptions and SOWs.

2. How we work together

To help us make the Services successful, we need You, Your teams, facilities, and equipment to be **ready, available, and responsive**; if not, we may be prevented or delayed in performing the Services or from delivering the expected outcomes, and You will be responsible for any additional costs we incur. The table below describes each of our respective responsibilities necessary to complete the Services.

How we plan to provide the Services to You...	What we need from You...
<p>Identify Our Collective Team: We will choose and identify our lead person and other relevant personnel as needed during the Services Term.</p>	<p>Please designate Your lead person (and backup if requested) to whom we can address any issues and act on Your behalf at all times during the Services (including all relevant contact information). Please identify other personnel who will be ready and available as needed. If requested, provide us a list of personnel You have authorized to contact us, access the Services, or download Software on Your behalf. You are responsible for ensuring that Your identified agents have authority to act on Your behalf, and You will maintain this list and add or remove personnel as necessary.</p> <p>If You request a change in Cisco personnel, the continuity of the Services may be disrupted, resulting in extra costs or delays for a reason other than “for cause.”</p>
<p>Communications: We may schedule on-site or remote meetings with You using Cisco’s collaboration tools (e.g., WebEx conferencing tools). Services and Documentation are provided in English and other selected languages, at Cisco’s discretion.</p>	<p>Be ready and available by having the right people at these meetings who can act on Your behalf. Let us know who they are in advance and work with us if others are needed.</p> <p>For On-Site meetings, please make sure the necessary facilities and equipment are available, such as conference rooms, projectors, and conference bridges.</p>
<p>Interviews, Questionnaires and Deliverable Reviews, etc.: We will need certain information from You, which may be in the form of interviews, questionnaires, and other data gathering activities.</p> <p>We may also need You to review certain documents and Deliverables that we may provide to You throughout the course of Services.</p>	<p>Provide accurate, complete, and current responses to information requests. Unless we ask You for other response timelines, please respond to these requests within two (2) Business Days of the request. If You can’t respond within that time, please let us know immediately so we can determine whether an extension to that response time is feasible and what impact there may be to our delivery of the Services and any agreed schedule.</p> <p>You must notify Cisco in advance of any relevant updates or changes planned in Your Network or provided information.</p> <p>We use certain security-tested file transfer tools to transmit Deliverables to You, including our Delivery Collaboration Portal (“Delivery Methods”). If You request that we use another Delivery Method other than our approved Delivery Methods, then You do so at Your own risk and You are responsible for ensuring the security of Your chosen Delivery Method.</p>
<p>Facilities: We may need remote or on-site access to Your facilities to provide the Services. Unless a Service Description or SOW states otherwise, Cisco generally performs its Services remotely and during Standard Business Hours; we’ll let You know if we need something different. We may also provide instructions to You regarding requirements to needed to prepare for the Services.</p>	<p>Please have Your facilities ready for delivery of the Service. We may provide specific instructions for You to follow. If the Services require some coordination, information, or rights to access or use equipment, software, or materials from Your internal or third-party providers, please have those arrangements in place in advance of Service delivery. If You need to secure any permits, licenses, or similar authorizations, please be sure to do so in advance of Service delivery.</p> <p>You are responsible for maintaining Your facilities in a manner appropriate for Your equipment and software associated with the Services, including environmental, power, HVAC, connectivity, space, security, safety, fire containment, access, and other requirements necessary for the proper delivery and operation of both the equipment and the Services.</p>

<p>Equipment: We may need access to Your equipment and software, as well as to any related information. For remote Services, we may require connectivity to Your equipment. We may also provide instructions to You regarding preparation, access (e.g., VPN), minimum bandwidth and connectivity requirements, safety requirements, configuration changes and any limited use restrictions of the equipment and software during the Services. If we need to make updates to the Equipment, You will make a change/maintenance window available.</p>	<p>In addition to the facilities access above, please make equipment access and requested connectivity, whether remote or on site, ready in advance of the Services. Unless expressly provided as part of the Services, You are responsible for maintaining Your equipment and software, including maintaining and making ready and available Products, software and configuration backups so that we can provide the Services.</p> <p>If the Services require any approvals, licenses, access or information from You or from third-party providers, please make sure that's provided in advance of the Services. If we need to work with Your third-party providers as part of the Services, we may need You to provide us with the necessary authority to act on Your behalf in that regard (e.g., Letter of Agency).</p> <p>You remain responsible for all of Your equipment and software inventory, licenses, delivery, proper installation, cabling, technical support, maintenance and maintenance services (unless expressly included as part of the Services), including managing any dependencies with Your other equipment or software. The Services may be dependent on You providing us with accurate and timely information regarding Your equipment installed base, including notifying us when changes occur to the installed base, location, settings, availability, configuration and management of Your equipment or Your network generally.</p> <p>If we provide any hardware, software, or other materials for limited use during the Services (e.g., Data Collection Tools), You must keep them secure and return them to us at the end of the Services Term or when requested. You must also grant us access to these items upon reasonable request (for updates, configuration changes, etc.). Until these items are returned to us, You will remain responsible for any risk of loss or damage.</p>
<p>On Site Instructions: We will follow any applicable and reasonable On-Site rules, policies and workplace safety requirements provided to us related to Your facilities or our access to Your Network. We will not be responsible for any delays or other impacts to the Services as a result of these rules and policies, require specialized equipment, cause Cisco to incur additional costs, or otherwise change the responsibilities agreed to in the Master Agreement.</p>	<p>Please provide Cisco these rules and policies in writing, before the Services are scheduled to begin.</p> <p>For us to provide any on site Services, Your facilities must be reasonably safe for the delivery of the Services and, at a minimum, meet the applicable minimum level of employee health and safety specifications required by applicable law and recommended by health and safety guidelines.</p>
<p>Security: We maintain our own information security and data privacy program with appropriate and reasonable technical, administrative, and physical safeguards designed to prevent (i) unauthorized access, use, distribution, or deletion of data and (ii) compromise of Networks or Environments in our control. See below for additional details.</p>	<p>You are responsible for Your own information security and data privacy. Please backup and protect Your data against loss, damage, theft, or destruction.</p> <p>You will maintain reasonable technical, administrative, and procedural data security and data privacy safeguards to protect any data that may be processed using the Services. If You collect Personal Data from us or our personnel, You must treat that information according to applicable law and as we instruct.</p>
<p>Entitlement: We may request information from You to confirm Your entitlement to Services and to also determine the nature and priority of the issue You report. We will provide guidance on how to categorize and prioritize Your issues (incidents) and will manage them in accordance with our Severity and Escalation Guidelines.</p> <p>Cisco will work to resolve problems as follows for the corresponding Severity Levels:</p> <p>Severity Level 1: Full-time resources</p>	<p>You are responsible for providing valid installed base information, including serial numbers, software license, contracted technical support and maintenance services, or other authentication information as requested or needed. Please designate a Severity Level for each issue reported (according to our guidelines), assist in troubleshooting down to the FRU level prior to initiating an RMA request, and use the latest release of Cisco or third-party software if we advise You that it will correct a reported Software problem.</p> <p>For Cisco to work to resolve Your problem, You need to be available to provide the resources and information requested at the corresponding Severity Levels. If You do not believe that adequate problem resolution progress is occurring, You may escalate the problem to the on-shift duty manager.</p>

<p>Severity Level 2: Full-time resources during Standard Business Hours</p> <p>Severity Level 3: Resources during Standard Business Hours</p> <p>Severity Level 4: Resources during Standard Business Hours to provide information</p>	
<p>Hardware Returns: When your Service includes advance Hardware replacement, we will provide advance Hardware with the understanding that you will promptly return failed parts.</p>	<p>Defective parts must be returned in accordance with the Cisco RMA Policy for Warranty and Hardware Support Contract Returns.</p> <p>Please follow the packaging instructions and shipping requirements provided on the RMA Process page. You are responsible for the returned parts until we receive them, including any import duties, taxes, and fees.</p>

Exhibit A Incorporation by Reference; Supplemental Terms; Other Information

1. Documents Incorporated by Reference

This *How Cisco Provides Services* document and the applicable Service Description(s) and SOW(s) work in conjunction with other documents to form a complete agreement. The following documents are incorporated by reference:

Document	Description
Your Master Agreement	See Exhibit C (Glossary) for the definition of “Master Agreement” as it applies to You.
The End User License Agreement (EULA)	See Exhibit C (Glossary) for the definition of “End User License Agreement” or “EULA” at: https://www.cisco.com/c/en/us/about/trust-center.html#~resources
Cisco Non-Entitlement Policy	Services not covered and other entitlement restrictions.
Service Description	The Service Descriptions or the applicable Services at: http://www.cisco.com/go/servicedescriptions

2. Supplemental Terms

2.1. **Quote and Purchase Order.** We will provide the Services during the Services Term, where available, as selected and to the extent detailed in the Quote (or applicable SOW) and PO for which Cisco has been paid (or agreed to be paid) the applicable fee(s). No Products (including test equipment) are being sold as part of the Services. We will work together to commence the Services in a reasonably timely manner, considering Service preparation activities, scheduling access to facilities and equipment as well as availability of personnel.

2.2. **Completion and Acknowledgment Process; Change Management (For SOWs and AS-Fixed Services Only).** If we require Your approval for completion of a Service or a specific Deliverable in a SOW or AS-Fixed Service Description, or a change is required to the agreed SOW Services, the parties will use the processes described in [Exhibit B](#).

2.3. **Recommendations.** When You purchase any Services that contain consulting, guidance, recommendations, or advice, we provide those Services based on the information You provide to us. You remain responsible for determining whether to employ that guidance or recommendations, whether it complies with laws related to Your business and if it will achieve the results that are right for Your business. Cisco is not responsible for any failure to achieve technical results if You do not implement our guidance or recommendations.

For all Services, we are responsible for providing the Services as contracted, and You remain solely responsible for the determination of Your Network design, business, regulatory compliance, security, privacy, and other requirements. When deploying any recommended software updates or configuration changes, You should take the necessary steps to protect Your Network Environment, including data back-ups or, if applicable, testing in a non-production environment.

2.4. **On-Site Services.** On-site Services are subject to availability in Your specific location. Unless we otherwise expressly agree, trips will be within the location of Services specified in the Quote or SOW. On-site services are not available and will be substituted with remote Services if Cisco reasonably believes that providing the On-site Services may pose a health or safety risk or if Cisco is prevented from providing On-site Services based on applicable law. If a party reasonably believes it is necessary under applicable law that the reasons or justifications for On-site Services be documented prior to Service delivery, then that party will be responsible for documenting the reasons and justifications and the associated Services will be limited by those reasons and justifications. The Services provided are not dependent on a specific Cisco representative. Cisco representatives may not be treated as Your own employees.

2.5. **Portals and Other Cisco-Hosted Tools.** We may give You access to Cisco-hosted portals and other tools (e.g., CX Cloud) so that You may access and use certain Service-related information, such as reports and dashboards. You are responsible for the use of these portals and other Cisco-hosted services by Your personnel, partners or others designated by or for You. That responsibility may include providing and managing Your user’s access and designating an administrator who has authority to act and is responsible for managing this access on Your behalf on an on-going basis. Use of these Cisco-hosted portals and tools is subject to the EULA. If You purchase Services through an Authorized Channel partner, we may assign Your Authorized Channel partner access to the Cisco-hosted portals and tools on Your behalf and as part of the Services.

2.6. **Software and Scripts.** Generally, software is not included in our Services and must be purchased separately.

For technical support services that expressly include Software Updates, Your right to use the Software is covered under Your original license. For any other Software and Scripts that Cisco provides as part of the Services, it is provided as a convenience to You and incidental to the provision of Services (“Incidental Software and Scripts”).

All Incidental Software and Scripts, in whatever form provided, are licensed to You solely for the express purposes of the Services and in accordance with our EULA. If we provide You with access to Source Code for any Incidental Software and Scripts, then the Source Code, including any copies, modifications, enhancements, and derivative works of the Source Code, is Cisco Confidential Information that You must keep secure with access given only to Your personnel who must access the Source Code to accomplish the purposes of the Services. Unless we state otherwise, the Source Code license we grant to You for Incidental Software and Scripts includes the limited license to modify and enhance the provided Source Code solely for Your internal use and only to the extent we expressly permit. Upon our request, You must remove and substitute, or allow us to remove and substitute, this Source Code with functionally equivalent object code, provided the object code substitution will only occur if You continue to have an applicable license to the Incidental Software and Scripts.

Disclaimer of Warranty and Support: Your warranties for the overall Service are provided in Your Master Agreement or EULA (as applicable). Incidental Software and Scripts, as well as any other third-party materials (e.g., cables, racks, test equipment, etc.) that we provide to You incidental to provision of the Services, are provided “AS-IS,” “With All Faults,” and without warranties of any kind, whether they are express, implied, or statutory. We have no obligations with respect to support or maintenance of these items, including without limitation, upgrades, updates, maintenance releases, or modifications.

- 2.7. **Data Collection Tools.** We collect Systems Information through various methods, including the use of Data Collection Tools. Data Collection Tools are deployed using Cisco’s Common Services Platform Collector (CSPC) software, On-Site hardware appliances, cloud-based software, approved third-party network collectors or from files You upload directly to Cisco.

When installed in, or connected to Your network, Data Collection Tools communicate with network devices and send Systems Information back to Cisco, or is accessed by us, as part of the Services. This data collection usually continues until the Data Collection Tools have been uninstalled or when the collection features are disabled. When the Service is terminated, the Data Collection Tools have been uninstalled, or when we otherwise request, You must return the Data Collection Tools to Cisco (or fully delete them, if they are software-based).

- 2.8. **How We Use and Protect Data.** We will access, protect, process, and use data in connection with Your use of the Services in accordance with applicable privacy, data protection laws and the applicable Data Briefs, Privacy Data Sheets, and other data protection materials as follows:

- a. **Cisco’s Security and Trust Center-** (located at: <https://www.cisco.com/c/en/us/about/trust-center/data-management.html>) contains an overview of Cisco’s data privacy and protection program and provides links to more detailed information and policies.
- b. **How We Manage Data-** (located at: <https://www.cisco.com/c/en/us/about/trust-center/data-management.html>) describes our data taxonomy and how we use and protect this data.
- c. **Resources-** (located at: <https://www.cisco.com/c/en/us/about/trust-center.html#~resources->) contains details of Cisco’s offerings, what data they process and its purpose, offering specific security and privacy controls, our security and privacy certifications, and similar materials.

- 2.9. **Contracting with U.S. Federal Government:** For Services engagements related to a U.S. Federal Government contract, the following terms are applicable to the purchase of the Services from Cisco: [Cisco Services with US Government](#).

- 2.10. **Conflict.** If there is a conflict or inconsistency between the applicable Service Description or SOW, How Cisco Provides Services, Your Master Agreement, and the EULA, then the order of precedence to resolve that conflict is the applicable Service Description or SOW, How Cisco Provides Services, Your Master Agreement, and then the EULA.

Exhibit B Completion and Acknowledgement Process; Change Management (SOWs and AS-Fixed Services Only)

1. **Completion and Acknowledgement (For SOWs and AS-Fixed Services Only).** If a Service, or a specific Deliverable is listed for approval in a AS-Fixed Service Description or SOW, the parties will use the following review process described in this Exhibit.
 - 1.1. **Standard of Review.** The standard of review is that the Service or Deliverable materially complies with the requirements of the applicable Service Description or SOW.
 - 1.2. **Notification.** Unless Services are deemed complete in accordance with the terms of the SOW, we will notify You in writing that the Service or Deliverable is complete and available for review, and we will provide You with a Milestone Completion Certificate (“MCC”). If the Service was sold directly by us to You, then You are responsible for reviewing the Service or Deliverable. If the Service was sold through an Authorized Channel partner, the partner is responsible for the review and approval process described in this section.
 - 1.3. **Timeframe.** The review and approval process must be completed within the following timeframes or as set forth in the applicable SOW or AS-Fixed Service Description: (a) Document Deliverables two (2) Business days from date of submittal, or (b) Services five (5) Business Days from the date of our notification of completion of the Service.
 - 1.4. **Approvals.** You must approve or reject the Service or Deliverable in writing within the timeframe listed above or the Service or Deliverable will be considered accepted and completed. If we provide You with an MCC, signing the MCC will signify acceptance of the Services and Deliverables. If the Service or Deliverable is rejected, Your rejection must also include written detailed reasons as to why the Service or Deliverable does not meet the standard above. Document Deliverable review and approval process is limited to two (2) comment cycles. If continuing performance of the Services is dependent on an approval, then the impacted Services may be delayed or suspended until approved or otherwise resolved. An acceptance or rejection as described in this Exhibit does not constitute acceptance or rejection of any Products, subscription, or other Services purchased or licensed by You.
 - 1.5. **Resubmission.** If the rejected Service or Deliverable does not meet the standard above, we will address the stated reasons for the rejection in a timely manner by reperforming the rejected portion(s) of the Service or resubmitting the Deliverable so that the Service or Deliverable meets the standard above. After we notify You that the rejected Service is complete or we resubmit the Deliverable to You, then this review process will begin again and be repeated as before with respect to the basis for Your rejection.
2. **Change Management Procedures (for SOW and managed Services only).** If it becomes necessary to amend a SOW to make changes to the agreed-upon Services, the Party requesting the change will deliver a written change request to the other party describing the nature of the proposed changes. You may request a copy of the change request template from us for this purpose. If both parties agree to the changes, then each party must sign the completed change request for the change request to be considered an amendment to the SOW. If there is a conflict between the original SOW and any executed change request, the last fully executed change request prevails with respect to the conflict. Cisco is under no obligation to proceed with any change request until both parties sign the change request.

Exhibit C Glossary

The following are defined terms we most often use in our Service Descriptions, SOWs, and related documents. There may be additional terms we identify and define depending on the specific Service and we will include or otherwise provide those terms as necessary.

Defined Term	Meaning
Advance Replacement	Shipment of new or equivalent to new, in Cisco's sole discretion, replacement Field-Replaceable Unit (FRU) before receiving failed FRU.
Advanced Services	The Services set forth in the AS Service Description(s) and/or SOW(s) selected by the Customer.
Advanced Services Fixed	Certain Advanced Services set forth in a Service Description and which are designed to be completed within ninety (90) calendar days after receipt of the PO. Also referred to as "ASF," "AS-F," or "AS-Fixed" Services.
Application Software	Non-resident or standalone Software Products listed on the Price List or in the Cisco cloud.
Authorized Channel	A systems integrator, distributor, or reseller authorized by Cisco to sell Services.
Business Days	The generally accepted days of operation per week within the country where the Services are performed, excluding local holidays as observed by Cisco.
Business Hours or Standard Business Hours	9:00 AM to 5:00 PM, Customer's local time, on Business Days for the performance of Services. For replacement of failed Products, Business Hours are 9:00 AM to 5:00 PM Local Depot Time on Business Days.
Customer, End User, You or Your	The entity purchasing Services for its own internal use either directly or through an Authorized Channel.
Data Collection Tools	All hardware and/or software tools that support Cisco's ability to collect Network Information, provide troubleshooting on cases, data analysis, and report generation capabilities as part of the Services.
Deliverable(s)	Items to be delivered by Cisco as set forth in an applicable Service Description or SOW, including without limitation any Software, Reports, Data Collection Tools, and/or Scripts.
Documentation	User manuals, training materials, Product descriptions and specifications, technical manuals, license agreements, supporting materials and other information relating to Products or Services offered by Cisco, whether distributed in print, electronic, other format.
End User License Agreement or EULA	The End User License Agreement, which governs terms of use applicable to all Cisco Software (on-premise and cloud-hosted) including our portals, Cisco-hosted tools, and Scripts.
Equipment List	The list of Hardware and/or Software for which Cisco provides Services.
Event	Notification by Customer of its performance of a planned Network Hardware, Software, or configuration change.
Feature Set Upgrade	A separately licensed and priced Software release that contains an enhanced configuration or feature set.
Field-replaceable Unit (FRU) or Service Part	Any component or subassembly of an item or unit of Hardware that is new or equivalent to new, in Cisco's sole discretion, and that reasonably can be replaced at Customer's location. FRUs also may be subject to size and weight limitations.
Hardware	Tangible Cisco equipment, devices, or components.
Local Depot Time	Central European Time for Services provided in Europe-Middle-East and Africa, Australia's Eastern Standard Time for Services provided in Australia; Japan's Standard Time for Services provided in Japan and Pacific Standard Time Services provided in all other locations.
Master Agreement	<ul style="list-style-type: none"> If You purchased the Services directly from Cisco for Internal Use: Master Services Agreement, Advanced Services Agreement, or other equivalent agreement applicable to the purchase of the Services with Cisco. If no Master Agreement exists as described above, then the applicable Master Agreement will be as follows: <ul style="list-style-type: none"> For Service Descriptions: The Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html

	<ul style="list-style-type: none"> ○ For SOWs: The SOW Terms and Conditions located at https://www.cisco.com/c/dam/en_us/about/doing_business/legal/docs/SOW_Terms_and_Conditions.pdf ● If You purchased the Services from an Authorized Cisco partner for Internal Use: the agreement between You and Your Authorized Channel partner applicable to the purchase of the Services from Cisco. ● If You are an Authorized Cisco partner and purchased the Services directly from Cisco for Resale Purposes: Systems Integrator Agreement or equivalent agreement applicable to the Resale of the Services (also referred to as a “Master Resale Agreement”). If Your Master Resale Agreement does not contain terms applicable to the Services purchased in the applicable Service Description or SOW, then the Master Resale Agreement plus the SOW Resale Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html apply.
Network or Environment	A set of interconnected Cisco supported Hardware and Software (or its components) to which the Services apply.
Non-Genuine Products	Any and all products: (i) to which a Cisco Partner logo, Cisco trademark, service mark or any other Cisco mark has been affixed without Cisco’s express written consent; (ii) that have not been manufactured by Cisco or by a licensed manufacturer of Cisco; (iii) are produced with the intent to counterfeit or imitate a genuine Cisco Product, or (iv) where any form of copyright notice, trademark, logo, confidentiality notice, serial number or other product identifier have been removed, altered, or destroyed.
On Site (or Onsite or On-Site)	The Services performed at a Customer location or site.
Open Source	Any third-party software, which is commercially available from an open-source provider or considered as a “hardened release,” having been tested and offered by commercial providers identified by and including Cisco, and is certified on the Cisco Hardware and Software Interoperability Matrix.
Price List	The price list for services applicable in the country where the Services are ordered or delivered.
Product	Cisco Hardware and Software products that are made generally available.
Purchase Order or PO	The final order accepted and approved by Cisco for the Services.
Quote	The valid Cisco quote referenced by the Purchase Order or contained in the SOW for the associated purchased Services, which would be issued between Cisco and Customer for direct purchases, or between Cisco and Authorized Channel (with corresponding quote and PO between Authorized Channel and Customer).
Reports	Reports, recommendations, network configuration diagrams, and related non-Software Deliverables made available by Cisco as part of a Service.
Response Time	For Advance Replacement Services, the period commencing on the creation of the RMA request and ending when the FRU is delivered On Site; for On Site Services, the period commencing on creation of the RMA request and ending when Cisco personnel arrive On Site.
RMA	Return Material Authorization.
Same Day Shipment	Local Same Day Shipment (SDS) or International SDS is available where Next Business Day (NBD) or Next Calendar Day Service (NCD) cannot be provided. RMA will be dispatched from the closest In Country/International regional depot. For international RMA shipments, Customer will be responsible to act as the Importer of Record (IOR), liable for any destination charges such as Duties/Taxes and any other local regulatory licenses or permits for the country of import.
Scripts	Software scripts, macros and batch files provided by Cisco.
Service(s)	One or more of the Cisco services options purchased by the Authorized Channel or Customer, as applicable.
Services Term	The duration of the Service purchased as set forth in the Quote. All included Services and Deliverables are available for consumption solely during the same Services Term in which such Services and Deliverables are purchased. References in Service Descriptions or SOWs to Services being provided during a “year” (e.g., quantities such as “once a year”) or otherwise on an annual basis mean a Service Term year and not a calendar year, unless expressly stated otherwise.
Service Description	Means a description of the business and technical terms of the applicable Service. A Service Description provides an overview of the relevant Service and any additional terms related to the Service.
Severity Levels	<ul style="list-style-type: none"> ● Severity 1 means critical impact on the customer’s business operations. Cisco’s hardware, software or as a service product is down. ● Severity 2 means substantial impact on the customer’s business operations. Cisco hardware, software or as a service product is degraded.

	<ul style="list-style-type: none"> • Severity 3 means minimal impact on the customer’s business operations. Cisco hardware, software or as a service product is partially degraded. • Severity 4 means no impact on the customer’s business operations. The customer requests information about features, implementation, or configuration for Cisco’s hardware, software, or as a service product.
Software	The software programs provided by Cisco, including any copies, updates, upgrades, modifications, enhancements, and any derivative works thereof.
Software Releases	<ul style="list-style-type: none"> • Maintenance Release is an incremental Software release that provides maintenance fixes and may provide additional Software functions. Cisco designates Maintenance Releases as a change in the digits to the right of the tenths digit or of the hundredths digit of the Software version number [x.x.(x) or x.x.x.(x)]. • Minor Release is an incremental release of Software that provides maintenance fixes and additional Software functions. Cisco designates Minor releases as a change in the tenths digit of the Software version number [x.(x).x]. • Major Release is a release of Software that provides additional software functions. Cisco designates Major Releases as a change in the ones digit of the Software version number [(x).x.x].
Source Code	Software code in human-readable or non-compiled form, including any programmer’s notes, related materials and Documentation.
Statement of Work or SOW	The documents agreed upon by the parties that define the Services and Deliverables, if any, to be provided by Cisco. SOWs will not include Cisco’s core maintenance services, such as Smart Net Total Care or Software Application Services, nor will they apply to any purchase, support, maintenance or warranty of Products, the terms of which will be agreed upon under a separate agreement.
Support Levels	<ul style="list-style-type: none"> • Zero Support means the ability to log Customer interactions, assign to proper resource team, document symptoms, affected Hardware, and Software; verify service entitlement and severity level; provide initial problem categorization and business impact; answer general questions using pre-scripted text; direct Customers to self-help tools or documentation; notify Customer of known outages or service level impacts; direct Customers to status pages; help Customers through common known usage level issues; address Customer “how to” questions; provide attendee support for common know usage problems; and address issues solved by known documented process. • First Level Support means the ability to provide general information on Cisco products, software and solutions; provide assistance with problems uncovered during Hardware and Software configuration, install and upgrade for Products and technologies; identify and resolve obvious Hardware problems; identify and resolve known problems through available documentation; provide basic internetworking troubleshooting expertise; provide basic support on standard Software protocols and features; collect network traces and diagnostic data; provide regular status reports to the Customer; perform simple problem determination and collect relevant technical information; assist with billing and subscription management; provide phone support for cloud setup and configuration support; help resolve Customer “how to” questions; provide attendee and Customer support related to user level device set up. • Second Level Support means the ability to resolve complex configuration problems and simulations (i.e., recreates); resolve of Hardware or Software problems; identify Product defects; define action plan for troubleshooting/resolution; prioritize problem based on business impact; identify resources needed for a temporary and/or permanent solution based on priority; provide expertise in Cisco and third-party analysis tools; provide expertise in trace analysis, diagnostics and data analytics techniques; test interoperability of Software and Hardware prior to deployment in production; test in lab before deployment of possible fix; identify and implement workarounds or alternate options; and provide contact with complete steps to reproduce a problem in event of escalation to Third Level Support. • Third Level Support means the ability to identify and resolve unknown problems; identify and implement workarounds for products and complex solutions that require a demonstrate specialized expertise level beyond Level One Support and Level Two Support; reproduce issues with complex lab simulations; be the interface with Product and/or Software development engineering support; identify interoperability issues that may be caused by third party software/hardware.
Systems Information	Data generated or collected in connection with use and operation of Cisco solutions as further described in the Systems Information Data Brief located at www.cisco.com/go/data
TAC	The Cisco Technical Assistance Center.