

Service Description

Cisco Expert Care Services

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. Introduction

Cisco Expert Care Services provide a team of Cisco specialists to help support Customer’s operations with issue resolution, process improvement, data insights, and recommendations to help Customer optimize operational efficiencies and business outcomes.

Expert Care Services are a premium addition to Cisco technical support contracts and consist of one or more of the following components as set forth in the Quote:

- Incident Management (required)
- Problem Resolution (optional)
- Problem Management (optional)

For the list of corresponding SKUs, please refer to Appendix A.

1.1. Supported Architectures and Cisco Technologies by Deliverable

(A) A bullet in the table below denotes **excluded** technologies:

Architectures	Technologies	Incident Management	Problem Management
Security	Cisco Umbrella	•	•
	Cisco Secure Access by Duo	•	•
	Cisco Vulnerability Management	•	•
	Splunk Observability Cloud	•	•
Core Networking	Cisco Meraki *		•
	Cisco ThousandEyes	•	•
	Cisco Spaces (DNA Spaces) **	•	•
Collaboration	Webex (Webex Suite and Contact Center)		•

*Incident Management is included for Cisco Meraki subject to the Limitations set forth in subsection of Section 2.1.1.

**Incident Management and Problem Management is included only for Cisco Spaces on-premise environment.

Note: The list of exclusions is subject to change. Contact a Cisco representative for the most up to date information on supported technologies.

(B) The following are the **supported** technologies for Expert Care Problem Resolution:

Architectures	Technologies Supported
Core Networking	<ul style="list-style-type: none"> • DNA Center • Enterprise Routing Platform includes IOS, IOS-XE Routing - ASR 1000, ISR series, Catalyst 8000 platform • Internet of Things solutions • LAN Switching includes Cisco Catalyst series switches • Enterprise Network Functions Virtualization (NFV) • Routing Protocols (Includes NAT and HSRP) • SD-WAN includes Cisco hosted and on-premises environment • Wireless Networking includes Wireless LAN (WLAN) Access Points (AP) and Wireless Controllers
Data Center and Cloud	<ul style="list-style-type: none"> • Application Centric Infrastructure (ACI) includes Data Center Cisco Nexus® Family of ACI-capable 9000 Switches and Application Policy Infrastructure Controller (APIC) Cluster • Data Center Computing includes UCS Blade series and Rack Mount server systems • Data Center Switching includes Nexus series and Nexus Virtual service appliance • Data Center Management and Automation includes Intersight Cloud/Orchestrator and Private Virtual Appliance (PVA), Nexus Dashboard, Data Center Network Manager (DCNM), Nexus Dashboard Fabric Controller (NDFC), Application Services Engine • Storage Area Networking includes Cisco Multilayer Director Switch (MDS) • Server Virtualization solutions include Cloud Services Platform 5000, Converged Infrastructure solutions, Azure Stack HCI, Cisco SAP HANA solutions
Collaboration	<ul style="list-style-type: none"> • Contact center software technology includes UCCE/Contact Center, Enterprise/ICM Hosted (NAM, CICM), UCCX/Contact Center Express/CRS, Unified Call Studio and Call Services, Unified CVP, Enterprise Chat and Email (ECE), Packaged Contact Center Enterprise (PCCE) • Cisco BroadWorks • Telepresence includes Cisco Meeting Management (CMM), Cisco Meeting Server (CMS), Codec SX series, CTS-IX5000 series • Unified Communications Manager (on-premise environment) • Voice - Phones, Fax, Modems, Unity • Voice Unified Communications Manager Express, Unity Express (CUE) • Voice Gateways, Cisco Unified Border Element (CUBE), Cisco Unified SIP Proxy (CUSP)

<p>Security</p>	<ul style="list-style-type: none"> • Network Security Services technology includes Cisco Secure Firewall Firepower, Intrusion Prevention Systems (IPS), Firepower Threat Defense (FTD), Firewall Services Module (FWSM), Cisco FireSIGHT • Security Policy and Access Services technology includes Access Control - AAA, Policy Management, Identity Services Engine (ISE), AnyConnect® VPN and Mobility • Adaptive Security Appliance includes ASA Firepower Devices, ASA-5500X • Security Management technology includes Cisco Security Manager (CSM), Secure Firewall Management Center, FireSIGHT Management Center. • Email Security includes Email Threat Defense (ETD), Email Security Appliance (ESA), Cloud Email Security (CES) and Security Management Appliance (SMA) • Advanced Threat Services includes Cisco Secure Endpoints, Secure Network Analytics (Stealthwatch), Secure Workload (Tetration) • Cloud Web Security includes Cisco Defense Orchestrator, Cisco Secure Web, Cisco Telemetry Broker • Secure Malware Analytics (Threat Grid) • Security Analytics and Logging
<p>Service Provider</p>	<ul style="list-style-type: none"> • SP Routing includes IOS-XR based routing platforms - ASR900, ASR9000, NCS, and 8000 series • SP Automation includes Network Service Orchestrator (NSO), Crosswork, and Evolved Programmable Network Manager (EPNM) • SP Mobility includes Virtual Network Functions(VNF), Cisco Policy Suite (CPS), Policy and Charging Rules Function (PCRF), Mobility Management Entity (MME), Control/User Plane Separation (CUPS), Serving GPRS Support Node(SGSN), System Architecture Evolution Gateway(SAEG), 5G Non-Standalone (NSA/SA), Cisco Cloud Services Stack for Mobility(CCSS-M) • Mobile Wireless (2G/3G/4G), 5G Wireless high-speed WAN and WiMAX • Optical Networking includes Cisco CWDM Transportation Modules, Cisco Prime Optical/Transport Manager (CTM), Cisco Transport Controller (CTC), CPT50/CPT200/CPT600 series, ME4600, ONS series

Note: The list of supported technologies is subject to change. Contact a Cisco representative for the most up to date information on supported technologies.

1.2. Limitations

- (A) The Deliverables provided by Cisco Expert Care Services are available only when all Products in Customer's Network are supported through a minimum of core Services such as Cisco Smart Net Total Care, SP Base, Software Support Services, Solution Support, or Success Tracks.
- (B) Cisco Expert Care Services as applied to Cisco Meraki is available only for Customers with a current Meraki Customer Number (MCN) and license.
- (C) All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- (D) Cisco Expert Care Service is not available on Products in Customer's Network supported by Partner Advanced Support (PAS)
- (E) Cisco Expert Care Services will aid in triaging of Alliance Partner equipment and escalating with Alliance Partners when Customer's support contract base includes Solution Support or Success Tracks. Cisco Expert Care Services does not provide technical support or escalations for Solution Technology Partner or third-party products.
- (F) Cisco Expert Care Services as applied to Cisco AppDynamics will be governed by the terms of the AppDynamics Premium Support Exhibit at http://legal.appdynamics.com/AppDynamics_Premium_Support_Exhibit_2020.06.20.pdf instead of the terms of this Service Description (except for this Subsection 1.2 Limitations, which continues to apply). In such Exhibit, the term Order Form means the Quote, and Software means Customer's AppDynamics software.
- (G) Advanced Threat Intelligence (TALOS) is not supported by Cisco Expert Care Services.

2. Expert Care Deliverables

2.1. Incident Management

Incident Management provides operational support for the management and resolution of supported Cisco Service Requests (SRs). Incident Management leverages knowledge of Customer organization, Customer processes, Cisco support organizations, and Cisco escalation processes to coordinate and help restore Customer service operations.

- (A) Support Options
 - (1) **Pooled:** Support provided by a group of resources engaged via a queue.
 - o Available for purchase for smaller installed bases.
 - o Specific Incident Management Cisco Responsibilities and Deliverables are not included with Pooled support as noted below.
 - (2) **Designated:** Support provided by a named resource(s).
 - (3) **Dedicated:** Support provided by a named resource(s) solely focused on the Customer.
 - (4) **Onsite:** Support provided by a resource(s) located on the Customer's site.
 - o Available for purchase in certain geographic locations.
- (B) Additional Information to be Collected
 - (1) Customer's Network Operations Center (NOC) setup such as staffing groups, tools, communications and escalation process, contacts, and field support groups.

(C) Cisco Responsibilities

- (1) Coordinate Cisco support organizations, escalation process, and Customer resources for Service Requests.
- (2) Facilitate problem resolution on a reactive basis for technical issues reported to Cisco by Customer.
- (3) Provide incident management and escalation management for Severity 1 and Severity 2 Cisco SRs twenty-four (24) hours a day, seven (7) days a week. Incident management and escalation management of Severity 3 and Severity 4 Cisco SRs will be limited to Business Hours and Business Days unless otherwise specified on quote document.
- (4) Follow-up within Cisco and Customer and identification of Service Request response gaps as needed.
- (5) Conduct post incident review to determine recommendations for corrective actions and best practices for improving operational support processes as needed.
- (6) Conduct operational assessment of Customer's current processes and recommend best practices for incident and event management as needed.
- (7) Provide status, escalation assistance, and coordinate the return of parts requiring Engineering Failure Analysis (EFA).

(D) Customer Responsibilities

- (1) Advise Cisco on Customer's Network Operations Center (NOC) setup such as staffing groups, tools, communications and escalation process, contacts, and field support groups.
- (2) Identify Customer's personnel and define their roles in the participation of the Services.
- (3) Ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- (4) Advise Cisco of standard operating procedures related to Customer's business practices and its internal operational nomenclature.

(E) Deliverables

- (1) Facilitate incident and problem resolution.

(F) Limitations

- (1) Pooled support does not cover post incident review.
- (2) Pooled support does not conduct operational assessment of Customer's current processes or recommend best practices for incident and event management.

2.1.1 Service Monitoring and Reporting

Incident Management provides service monitoring and reporting that assists the Customer with recommended operations best practices, data-driven insights and KPIs related to incidents for improvements to service quality, service performance and operational efficiency gains.

(A) Dependency

- (1) Reporting of root cause analysis and recommendations requires purchase of Problem Management.
- (2) Custom reporting not available with Pooled support.

(B) Additional Information to be Collected

- (1) Established processes and procedures used for support.

(C) Cisco Responsibilities

- (1) Provide Cisco SR reporting as applicable.
- (2) Provide Return Material Authorization (RMA) reporting as applicable.
- (3) Provide administrative support of customer facing SR related tools.
- (4) Create Customer profile for Cisco Technical Services knowledge of Customer's operations processes, procedures, and network access for support.
- (5) Conduct a quarterly review of Deliverables and activities provided during the immediate past timeframe and actions planned for the next quarter.
- (6) Conduct regular proactive operations excellence assessments.
- (7) Review status and progress of Service Delivery levels as applicable.
- (8) Provide reporting on the return of parts requiring Engineering Failure Analysis (EFA).

(D) Deliverables

- (1) Service Incident Reporting.
- (2) EFA Reporting.
- (3) Analytics and KPI Dashboard Reports.
- (4) Benchmark Reporting (where available).
- (5) Incident Management Readiness Assessment.

(E) Limitations

- (1) EFA Reporting, Benchmark Reporting and Custom Reporting are not included for Cisco Meraki.
- (2) Pooled support does not conduct regular proactive operations excellence assessments.
- (3) Pooled support does not review status and progress of Service Delivery levels.
- (4) Pooled support does not provide Benchmark Reporting and Incident Management Readiness Assessment.

2.2. Problem Management

Provides direct access to a Cisco Engineer to assist You with Your networking environment. Problem Management helps with troubleshooting your Cisco network for complex and critical issues and provides remediation support to help resolve identified issues.

(A) Support Options

- (1) **Designated:** Support provided by a named resource(s).
- (2) **Dedicated:** Support provided by a named resource(s) solely focused on the Customer.
- (3) **Onsite:** Support provided by a resource(s) located on the Customer's site.

(B) Dependency

- (1) Incident Management with Dedicated or Designated support is required. Not available for Incident Management with Pooled support.
- (2) Performance of a root cause analysis by Cisco is dependent upon all the necessary information and incident artifacts available to Cisco in a timely manner.

(C) Additional Information to be Collected

- (1) Customer's proposed, current, and planned hardware changes, software upgrades and/or configuration changes, and methods of procedures (MOP).

(D) Cisco Responsibilities

- (1) Provide Cisco SR tracking and troubleshooting.
- (2) Provide direct access, where available, during Business Hours via Cisco provided contact information.
- (3) Perform root cause analysis on severity incidents upon Customer's request
- (4) Provide, as allotted or purchased, Proactive Maintenance Window (PMW) support. PMWs are customer-initiated maintenance windows not directly associated with resolving an open Cisco SR.

(E) Customer Responsibilities

- (1) Collaborate with Cisco's Engineers to create the following as necessary for purposes of assisting with issue resolution and implementation of appropriate Solutions:
 - Topology map with IP networks
 - Design and configuration templates
- (2) Provide reasonable electronic access to Customer's network for Cisco to provide the Service.
- (3) Provide 3 business day advanced notice for PMW requests.

(F) Deliverables

- (1) Root Cause Analysis
- (2) Problem Management
- (3) Support for a total of twelve (12) Proactive Maintenance Windows per year that are initiated by You, unless otherwise specified in Quote.

(G) Limitations

- (1) Maintenance windows for cloud-hosted Cisco Software as a service (SaaS) solutions are initiated by Cisco and therefore are not applicable for PMW support
- (2) Cisco is not responsible for testing any procedures in support of Customer's proposed or planned changes.
- (3) Cisco is not responsible for developing MOPs, implementation plans, or test plans.
- (4) Cisco is not responsible for problems resulting from upstream or downstream issues resulting from dependencies not explicitly identified in MOP, implementation plan, or test plan.

2.3. Problem Resolution

Problem Resolution provides twenty-four (24) hours a day, seven (7) days a week senior level support for troubleshooting your Cisco network for complex and critical issues and provides remediation support to help resolve identified issues.

(A) Support Options

- (1) **Pooled:** Support provided by a group of resources which is engaged via a queue.
- (2) **Dedicated Team:** Support provided by a group of resources solely focused on the Customer.

(B) Dependency

- (1) Incident Management with Dedicated or Designated support is required. Not available for Incident Management with Pooled support.

(C) Additional Information to be Collected

- (1) Customer's proposed, current, and planned hardware changes, software upgrades and/or configuration changes, and methods of procedures (MOP).

(D) Cisco Responsibilities

- (1) Provide Cisco SR tracking and troubleshooting.
- (2) Provide direct access for all Cisco SRs twenty-four (24) hours a day, seven (7) days a week via Cisco provided contact information.
- (3) Provide Reactive Maintenance Window (RMW) support. RMWs are coordinated with the Customer to address changes to a Cisco Expert Care supported device necessary to resolve a service-impacting issue identified in a Cisco SR.
- (4) Provide, as allotted or purchased, Proactive Maintenance Window (PMW) support. PMWs are customer-initiated maintenance windows not directly associated with resolving an open service-impacting Cisco SR.
- (5) Provide response and restoration time as per Service Level Agreement defined in Section 2.3.1.

(E) Customer Responsibilities

- (1) Collaborate with Cisco's Engineers to create the following as necessary for purposes of assisting with issue resolution and implementation of appropriate Solutions:
 - Topology map with IP networks
 - Design and configuration templates
- (2) Provide reasonable electronic access to Customer's network for Cisco to provide the Service.
- (3) Provide timely information required for ticket resolution and closure.
- (4) Provide 3 business day advanced notice for PMW requests.

(F) Deliverables

- (1) Cisco SR tracking and troubleshooting.
- (2) Support for a total of twelve (12) Proactive Maintenance Windows per year that are initiated by You, unless otherwise specified on the Quote.
- (3) Service delivery level reporting.

(G) Limitations

- (1) Maintenance windows for cloud-hosted Cisco SaaS solutions are initiated by Cisco and therefore are not applicable for PMW support.
- (2) Cisco is not responsible for testing any procedures in support of Customer's proposed or planned changes.
- (3) Cisco is not responsible for developing MOPs, implementation plans, or test plans.
- (4) Cisco is not responsible for problems resulting from upstream or downstream issues resulting from dependencies not explicitly identified in MOP, implementation plan, or test plan.

Note: The Quote will specify pooled or dedicated team support.

Note: The Cisco Expert Care Service Level Agreement terms and conditions for Response Time and Restoration Time are as set forth herein.

2.3.1 Cisco Expert Care Services - Service Level Agreement (SLA)

This section sets forth the terms and conditions related to the Service Level Agreement (SLA) that is a part of Cisco Expert Care Services. The conditions under Section (F) Conditions must be met for Cisco Expert Care Service Level Agreement.

The following Cisco Expert Care SLAs are included:

Response Time SLA: Measures Cisco Expert Care Service Response time performance and sets defined response time target for Severity 1 and Severity 2 Cisco SRs.

Restoration Time SLA: Measures Cisco Expert Care Network restoration time and sets defined restoration times for Severity 1 and Severity 2 Cisco SRs.

If previous SLAs are in place between the parties for Response Time and Restoration Time (existing SLAs) and Customer renews with a comparable level of Cisco Service capabilities including Cisco Expert Care Services, then the terms of the Existing SLAs shall control, provided that such Existing SLAs are contained within a current signed agreement.

(A) Limitations

- (1) This SLA is not available for third-party products and Alliance Partners equipment.
- (2) This SLA is not available for Cisco Expert Care National.

(B) Purpose

The purpose of the Cisco Expert Care SLA is to help the parties monitor and evaluate Cisco's performance of its obligation in responding to the Customer and assisting the Customer to resolve Severity 1 and Severity 2 Service requests related to Products covered by this SLA. As described in more detail, the parties expect to meet Response Time and Restoration Time performance objectives in more than 95% of such Service requests, respectively.

(C) Definitions

Defined Term	Meaning
“Commencement Date”	The date on which the first Measurement Period begins, which will be the first day of the calendar month following Cisco’s acceptance of the purchase order which must comply with the required Deliverables set forth under Section (F) Conditions.
“Measurement Period”	Each non-overlapping three (3) month period after the Commencement Date.
“On Time Service Event”	A Service Event in which: (i) the Response Time is within the Response Time Obligation, or (ii) the Restoration Time is within the Restoration Time Obligation.
“On Time Percentage”	The ratio between: (i) the number of On Time Service Events during a given Measurement Period to (ii) the number of total Service Events during the same Measurement Period, multiplied by 100.
“Response Time”	For a Service Event means the time period commencing upon creation of a TAC Service request and ending when the Cisco Engineer has contacted a Customer representative.
“Response Time Obligation”	Response Time of 15 minutes or less for Severity 1 Service Events and 30 minutes or less for Severity 2 Service Events.
“Restoration Time”	For a Service Event means the time period commencing upon creation of a TAC Service request and ending when Cisco provides the technical information which, when implemented, will restore the Cisco Product to a satisfactory, usable level of functionality.
“Restoration Time Obligation”	Is a Restoration Time of four (4) hours for a Severity 1 Service Event, and eight (8) hours for a Severity 2 Service Event. The metrics associated with any third-party product as defined in the applicable Cisco Service Description, or with Cisco’s delivery of a Field Replaceable Unit (FRU), Field Engineer (FE), or Alliance Partners, are not covered by this Restoration Time Obligation.
“Service Credit”	The amount in U.S. dollars that Cisco will provide to Customer as a credit toward future purchases in the event that Cisco fails to meet the Response Time or the Restoration Time On-Time Percentage for a given Measurement Period, as set forth in Section (E) Performance Measurements and Service Credits.
“Service Event”	A Customer contact with Cisco Expert Care resulting in the creation of a Severity 1 or Severity 2 TAC Service request as defined in Cisco’s Severity and Escalation Guidelines .
“SLA Product List”	The list of Cisco Products that are subject to this SLA, as set forth in Service contract, and supported by the required Deliverables under Section (F) Conditions.

(D) Responsibilities of Cisco

Cisco Responsibilities under this SLA are as follows:

(1) SLA Product List

Cisco will update and maintain the SLA Product List.

(2) Service Credits

Cisco will provide Service Credits as set forth in Section (E) Performance Measurements and Service Credits to Customer, if applicable, within thirty (30) days of receiving Customer's written request per Section (F) Conditions below, provided however, such Service Credits will not be provided if other Service Credits are provided to Customer related to the occurrence that gave rise to the Service Credits being payable herein.

(E) Performance Measurements and Service Credits

(1) Procedure

- Following the end of each Measurement Period, Cisco will provide a report to Customer containing the Response Time and the Restoration Time calculations shown in Sections (2) Response Time and (3) Restoration Time below.
- Within thirty (30) days after receiving such report, Customer will request in writing the appropriate credits from Cisco in the event Customer has purchased the required Deliverables under Section (F) Conditions .
- This Section (E) Performance Measurements and Service Credits, except for this bulleted item, applies only if Customer has purchased the Expert Care Services directly from Cisco and does not apply if Customer has purchased the Expert Care Services through a Cisco Authorized Reseller. When Customer has purchased Expert Care Services through a Cisco Authorized Reseller, Cisco will provide reporting on Response Time and Restoration Time following the end of each Measurement Period.

(2) Response Time

If there are at least twenty (20) Service Events during any Measurement Period and the On Time Percentage for Response Time during such Measurement Period is less than 95%, then Cisco will provide Customer a Service Credit equal to \$500 multiplied by the number of Service Events that Cisco did not meet the Response Time Obligation below the 95% threshold.

Example – Service Credit Calculation

For example, if the number of Service Events during a Measurement Period is 300 and the number of On Time Service Event for Response Time is 265, then the Service Credit due to Customer during that Measurement Period is calculated as follows:

- The 95% On Time Threshold = $(300 \cdot .95)$ or 285 On Time Service Events
- Number of On Time Service Events below threshold = 285 less 265, or 20 Service Events
- Service Credit = $(\$500 \cdot 20)$ or \$10,000

If there are fewer than twenty (20) Service Events during a Measurement Period, then Cisco will provide Customer a Service Credit equal to \$500 for each Service Event in which Cisco fails to meet the Response Time Obligation during that Measurement Period, excluding the first Service Event.

(3) Restoration Time

If there are least twenty (20) Service Events during any Measurement Period, and the On Time Percentage for Restoration Time during such Measurement Period is less than 95%, then Cisco will provide Customer a Service Credit equal to \$1500 multiplied by the number of Service Events for which Cisco did not meet the Restoration Time Obligation below the 95% threshold.

Example – Service Credit Calculation

For example, if the number of Service Events during a Measurement Period is 30, and the number of On Time Service Event for Restoration Time is 25, then the Service Credit due to Customer during that Measurement Period is calculated as follows:

- The 95% On Time Threshold = $(30 \cdot .95)$ or 29 On Time Service Events
- Number of On Time Service Events below threshold = 29 less 25, or 4 Service Events
- Service Credit = $(\$1500 \cdot 4)$ or \$6,000

If there are fewer than twenty (20) Service Events during a Measurement Period, then Cisco will provide Customer a Service Credit equal to \$1500 for each Service Event for which Cisco fails to meet the Restoration Time Obligation during that Measurement Period, excluding the first Service Event.

(4) Service Credits

The Service Credits described in this Section will be Customer's sole and exclusive remedy and the entire liability under this SLA of Cisco and its suppliers for any failure to achieve the On Time Percentages set forth in this SLA.

The maximum credits issued by Cisco to Customer under this SLA for any single Measurement Period will be 5% of the aggregate Service fees paid received by Cisco for the required Deliverables under Section (F) Conditions. The aggregate Service fee is associated with CON-CXEC-XA-EC SKU in the Quote.

In no event will the total quarterly Service Credits under this SLA and any other Service Level Agreement between Cisco and Customer exceed 5% of the aggregate quarterly fees paid by Customer to Cisco for all Services to be required to be purchased under Section (F) Conditions and such other Service Level Agreements for such period.

The credits issued under this SLA may be applied by Customer only toward the purchase of Cisco Services during the twelve (12) month period following issuance. Credits may not be redeemed for any refund, used to set off any amounts payable to Cisco, or transferred to any other party.

(F) Conditions

Cisco will be responsible for issuing Service Credits under this SLA only if all of the following conditions are met:

- (1) Customer uses the Network in a manner consistent with published specifications, including its environmental specifications.
- (2) Throughout the term of this SLA, Customer must comply with all the following:
The Customer must maintain the minimum required Deliverables for Cisco Expert Care Service Response Time and Restoration Time Services, which includes both of the following Deliverables:
 - Cisco Expert Care:
 - 2.1 Incident Management
 - 2.3 Problem Resolution
- (3) Customer notifies Cisco in writing ten (10) business days in advance of any Product on the SLA Product List that is to be modified, including upgrades or changes to components beyond the original configuration, and complies with Cisco's reasonable recommendations.
- (4) Customer on a timely basis (i) provides Cisco with necessary personnel and physical access to Customer facilities and remote Network access to Products in the SLA Product List as needed, and (ii) implements Cisco's recommended changes, to enable Cisco to perform under this SLA.

- (5) Customer initiates all Severity 1 and Severity 2 requests directly with the Cisco Problem Resolution team via Cisco-provided phone number.
- (6) Customer has purchased Cisco Expert Services directly from Cisco as further described in Section (E) Performance Measurements and Service Credits.

(G) SLA Term and Termination

The term of this SLA is twelve (12) months from the Commencement Date. Notwithstanding any longer term of the Agreement to which this SLA is attached, the term of this SLA expires upon the earlier of (i) the expiration or termination of the Cisco Expert Care Services and required Deliverables specified under Section (F) Conditions or (ii) twelve (12) months from the effective date of this SLA. This SLA shall be renewable only upon written agreement signed by both parties. Notwithstanding the above, this SLA will terminate: (a) automatically upon expiration or termination of the Agreement, or (b) upon mutual written agreement by the parties.

(H) End of Life

This SLA will cover Products beyond the End of Sale date only where Cisco and Customer have a mutually agreed plan executed in writing for the support and SLA coverage after such End of Sale. Under no circumstances does this SLA apply to any Product beyond the End of Support date.

3. Expert Care National Services

Cisco Expert Care National Services provide support in alignment with the requirements of relevant national security programs and standards of the host nation, including provision of services by citizens (if required and lawful) and authorized in-country resources with the ability to support within classified space as required. Service is provided in secure host nation locations. Cisco SRs and correspondence data provided by Customer to Cisco for purposes of Cisco’s provision of Expert Care National Services is stored on network with strict access controls, if required.

3.1. Support Options

Expert Care National consists of one or more of the following components as set forth in the Quote:

- (A) Incident Management (required)
- (B) Problem Resolution (optional)
- (C) Problem Management (optional)

3.2. Dependency

Expert Care National is available in the US, Canada, Germany, UK, and Australia. The following are the available delivery models for Cisco Expert Care National Services:

Component		US	Germany	Canada	UK	Australia
Incident Management	In-country Delivery	Yes	Yes	Yes	Yes	Yes
	On-site Delivery	Yes	No	Yes	Yes	Yes
Problem Resolution	In-country Delivery	Yes	Yes	Yes	Yes	No
	On-site Delivery	No	No	No	No	No
Problem Management	In-country Delivery	Yes	Yes	Yes	Yes	Yes
	On-site Delivery	Yes	No	Yes	Yes	Yes

The following are the supported architectures, technologies, and solutions for Cisco Expert Care National Service Deliverables:

Architectures	Technologies Supported	US	Germany	Canada	UK	Australia
Core Networking	Routing and Switching	Yes	Yes	Yes	Yes	Yes
	Optical Networking	No	Yes	Yes	Yes	Yes
	Wireless Networking	Yes	Yes	Yes	Yes	Yes
	Next Gen Cable Access	No	No	No	No	No
	Network Management and Orchestration	Yes	Yes	Yes	Yes	Yes
	Cisco Meraki *	Yes	No	Yes	Yes	Yes
Data Center and Cloud	Computing Systems	Yes	Yes	Yes	Yes	Yes
	Storage Area Networking	Yes	Yes	Yes	Yes	Yes
	Data Center Switching	Yes	Yes	Yes	Yes	Yes
	Data Center Orchestration and Automation	Yes	Yes	Yes	Yes	Yes
	Application Centric Infrastructure (ACI)	Yes	Yes	Yes	Yes	Yes
Collaboration	Unified Communications	Yes	Yes	Yes	Yes	Yes
	Customer Care	Yes	No	No	No	No
	Webex (Webex Suite and Contact Center) **	Yes	Yes	Yes	Yes	Yes
	Video Collaboration	Yes	Yes	Yes	Yes	No
	Hosted Collaboration Solution	Yes	Yes	Yes	Yes	No
Security	Network Security	Yes	Yes	Yes	Yes	Yes
	Security Policy and Access	Yes	Yes	Yes	Yes	Yes
	Cisco Secure Network Analytics (Stealthwatch)	Yes	Yes	Yes	Yes	Yes
	Advanced Threat	Yes	No	No	No	No
	Cisco Secure Workload (Tetration)	Yes	No	Yes	No	No
SP Mobility	Packet Core Technology	No	No	No	No	No
	Mobility Policy and Access	No	Yes	No	No	No

* Incident Management is included for Cisco Meraki subject to the Limitations set forth in subsection of Section 2.1.1.

**Webex is only available for Incident Management in the US, UK, Canada, and Australia. Webex is available for Incident Management, Problem Management, and Problem Resolution for Germany.

3.3. Expert Care National Services Customer Responsibilities (in addition to applicable customer responsibilities set forth elsewhere herein)

- (A) Provide Customer's organizational structure.
- (B) Provide Customer's security policy, security incident management process, and incident handling procedures.
- (C) Provide Customer's Asset classification and prioritization policies.
- (D) Provide information and or policies regarding normal and permissible network traffic.
- (E) Coordinate any delivered onsite visits (where available and purchased) by Cisco and provide minimum thirty (30) days' notice to Cisco of the scheduled visit (applicable for certain countries); in the event the date for the scheduled visit is changed, Customer may be subject to additional charges.
- (F) Report Severity 1 and 2 problems directly using the Cisco-provided phone number.
- (G) Designate a single point of contact to whom all communications may be addressed and who has the authority to act on all aspects of services that are rendered by Cisco.
- (H) Define the readiness requirements to establish connectivity and access to Customer's environment by Cisco if classified support required.
- (I) Perform tasks identified in the transition plan in support of activation of the Service.
- (J) Routinely review incident tickets on the Customer Portal.
- (K) Implement Cisco's recommended mitigation Solutions in a timely manner to expedite resolution of incidents and increase availability of Customer's mission-critical business infrastructure.

3.4. Limitations

- (A) Pooled Incident Management is not available for Expert Care National Services.
- (B) The list of supported delivery models is subject to change. Contact a Cisco representative for the most up to date information on supported delivery models.
 - The list of supported technologies and exclusions is subject to change pending resource availability and constraints for specific host nations and localities. Contact a Cisco representative for the most up to date information on supported technologies and exclusions.
 - Expert Care Services Service Level Agreements are not applicable to Cisco Expert Care National Services.
- (C) Expert Care National Services Problem Resolution provides the following Service Level Objectives during supported hours:
 - (1) Severity 1 or Severity 2 SRs: Response Objective within fifteen (15) minutes.
 - (2) Severity 3 or Severity 4 SRs: Response Objective within sixty (60) minutes.
- (D) Incident Management and escalation management support hours are limited by country:
 - (1) US Support: twenty-four (24) hours a day, seven (7) days a week
 - (2) Germany Support: Monday – Friday, 8 AM – 4 PM CET
 - (3) Canada Support: Monday – Friday, 9 AM – 5 PM EST
 - (4) UK Support: Monday – Friday, 9 AM – 5 PM GMT
 - (5) Australia Support: Monday – Friday, 9 AM – 5 PM AEST
- (E) Problem Resolution for Cisco SRs support hours are limited by country:
 - (1) US Support
 - Twenty-four (24) hours per day, seven (7) days per week for Severity 1 and Severity 2 SRs.
 - Monday – Friday, 8 AM – 8 PM ET for Severity 3 and Severity 4 SRs.
 - (2) Germany Support
 - Monday – Friday, 8 AM – 4 PM CET

- (3) Canada Support
 - Monday – Friday, 9 AM – 5 PM EST
- (4) UK Support
 - Monday – Friday, 9 AM – 5 PM GMT
- (F) Problem Management for Cisco SRs support hours are limited by country's standard business hours.
- (G) After hour support varies by country. Please contact your Cisco Representative for details.

Appendix A

Cisco Expert Care Services are purchased using the SKUs outlined in the table below.

Cisco Expert Care Services	SKU
Expert Care Services	CON-CXEC-XA-EC
Expert Care Incident Management for Cisco Meraki	CON-CXEC-MER-IM
Expert Care National Services (US, Canada, UK, and Australia)	CON-CXEN-XA-EN
Expert Care National Incident Management for Cisco Meraki (US, Canada, UK, and Australia)	CON-CXEN-MER-IM
Expert Care National Services (Germany)	CON-CXEN-XA-EN-T2