

SERVICE DESCRIPTION: CUSTOM SERVICE MODEL DEVELOPMENT SUBSCRIPTION SERVICE
SKU: CON-AS-MO-SID**Services Summary**

This Service Descriptions describes Cisco's Custom Service Model Development Subscription Service.

This Service is intended to supplement a current support agreement for Cisco Products and is only available if all Products in Customer's Network are supported by the necessary maintenance contracts for Cisco products or third party products. If available, Cisco will provide the Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco will provide a Quote for Services ("Quote") setting out the extent and duration of the Services. Cisco requires a Purchase Order referencing a valid and agreed-upon Cisco Quote.

Location of Services

Remote unless otherwise expressly set forth below.

GENERAL SUPPORT PROVIDED FOR SELECTED SERVICES

Cisco will provide the Services described below, where available, for the Customer's Network during Standard Business Hours (unless stated otherwise). Cisco will provide the following General Support provisions for all Services selected by Customer:

- Designate an engineer ("Network Consulting Engineer") to act as the primary interface with the Cisco project manager appointed for the Customer.
- Participate in regular meetings with the Customer as required by the project manager either via phone or in-person to review proactive deliverables, activities and to plan for next quarter. In-person visits not to exceed eight (8) days in aggregate. Additional visits will be mutually agreed at Cisco's then-current travel and labor rates.
- Designate additional engineer(s) to work with the Cisco project management and the primary Network Consulting Engineer.
- Monitor a Customer-specific Cisco email alias to facilitate communication with primary Network Consulting Engineer as well as the engineers on Cisco's other engineering teams.
- Engineer may utilize Customer provided data, scripts or internal tools to assist in collecting data from the Customer operations environment.

NETWORK MANAGEMENT AND ORCHESTRATION (MANO) SOFTWARE CUSTOMIZATIONS

MANO Software Customizations assists Customer to accelerate the development and implementation of new Service models, which may include workflows, templates, and software extensions in an iterative DevOps environment used to represent specific configurations or a set for actions. Cisco will work collaboratively with Customer by embracing a DevOps lifecycle of analyzing, developing, enhancing, testing, and deploying Customer's MANO software customizations, Service Orchestration, EMS / NMS, and Data Center capabilities and models with multiple interactions/instances.

Technologies Supported

- Network Management and Orchestration
- Data Center Orchestration and Automation

Cisco Responsibilities

- Analyze and develop new Service models in an iterative DevOps environment.
- Assist with device configurations as part of new services.
- Advise on YANG modeling, FastMap / Java, NED validation for NSO.
- Advise and implementation of configuration template, process workflows, provisioning flows, and customizations for NSO, WAE, UCS-D, CPO, PSC, Prime Portfolio, and other Cisco EMS / NMS / Data Center Products.

Deliverable

- Customizations specific to Cisco Solutions (e.g. NSO Service Model, Prime UCS-D Templates, EPNM-Templates)

GENERAL CUSTOMER RESPONSIBILITIES

- Designate at least two (2) but not more than six (6) technical representatives in each area covered under service orchestration, who must be Customer's employees in a centralized operations support center (Customer's technical assistance center), to act as the primary technical interface to the NSO Network Consulting Engineer (s). Customer will designate as contacts senior engineers with the authority to make any necessary changes to the service orchestration configuration. One individual, who is a senior member of management or technical staff, will be designated as Customer's primary point of contact to manage the

implementation of services selected under this Service Description (e.g., chair the weekly conference calls, assist with prioritization of projects and activities).

- Provide reasonable electronic access to Customer's service orchestration platform to allow the Network Consulting Engineer to provide support.
- If Cisco provides Data Collection Tools or Scripts located at Customer's site, Customer shall ensure that such Data Collection Tools or Scripts are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody.
- Provide the appropriate information about the service orchestration platforms, configuration, and information of any new features being implemented as requested by Cisco.
- In the event the change management if the service orchestration within scope are altered after the Services selected under this Service Description have become effective, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Cisco may require modifications to the fee if the service orchestration composition has increased beyond the original pricing quote for Services.
- Create and manage an internal email alias for communication with Network Consulting Engineer.
- Retain overall responsibility for any business process impact and any process change implementations.

CUSTOM SOFTWARE ASSUMPTIONS AND EXCLUSIONS

- If Cisco provides Customer with any Software or Scripts as part of the Services ("Custom Software"), then such Custom Software is provided incidental to the Services and is considered Cisco's Confidential Information. The Custom Software is licensed to Customer in accordance with the Master Agreement (as defined in the [Glossary of Terms](#)), or in absence of any applicable Software license provisions in the Master Agreement, then Cisco's End User License Agreement located at <http://www.cisco.com/go/eula>. Cisco and its licensors retain sole and exclusive ownership of the Custom Software, including without limitation all intellectual property rights in the Custom Software and in all modifications, enhancements and derivative works of the Custom Software.
- If Cisco provides Customer with a Source Code version of the Custom Software, the Source Code, including any copies, modifications, enhancements and derivative works of the Source Code, is Cisco Confidential Information that must be kept secure with access given only to Customer personnel who must access the Source Code to accomplish the purposes of these Services. Unless otherwise stated by Cisco, the license granted by Cisco to Customer includes the limited license to modify and enhance the provided Source Code solely for Customer's internal use as expressly permitted by this Service Description. Upon request by Cisco, Customer will remove and substitute, or allow Cisco to remove and substitute, the Cisco-provided Source Code in Customer's possession with functionally equivalent Cisco-provided object code. "Source Code" means any software code in human-readable or non-compiled form, including any programmer's notes, related materials and documentation.
- The Custom Software may contain open source software, subject to separate license terms. If you have any questions, or wish to receive a copy of any open source code to which you may be entitled under the applicable open source license(s), contact Cisco at external-opensource-requests@cisco.com.
- Disclaimer of Warranty and Support. Notwithstanding anything to the contrary, Cisco and its licensors provide Custom Software "as is" and expressly disclaim all warranties, conditions or other terms, whether express, implied or statutory, including without limitation, implied warranties of merchantability, fitness for a particular purpose and non-infringement. Cisco does not warrant that the Custom Software will operate uninterrupted, error-free or that any equipment, system or network on which the Custom Software is used will be free of vulnerability to intrusion or attack. Except as expressly set forth in this Service Description, Cisco has no obligations with respect to support or maintenance, including without limitation, upgrades, updates, maintenance releases, or modifications, of the Custom Software.

GENERAL

Incorporation by Reference: The [Glossary of Terms](#), [List of Services Not Covered](#) and [Severity and Escalation Guidelines](#) posted at www.cisco.com/go/servicedescriptions/ are incorporated by reference into this Service Description.

If you purchased the Services directly from Cisco, your **Master Agreement** (as defined in the Glossary of Terms identified above) is also incorporated by reference. If there is a conflict between this Service Description and any of the documents listed above, this Service Description governs such conflict.

If you purchased the Services through a Cisco Authorized Reseller then your contract, if any, is between you and your Cisco Authorized Reseller. As such, this Service Description is for informational purposes only and is not a contract between you and Cisco. Your Cisco Authorized Reseller should provide you with a copy of this Service Description and related documents, or you can obtain a copy at www.cisco.com/go/servicedescriptions/.