



Service Description: Smart Net Total Care (SNTC) Device Level Foundational Technical Service

This document describes Cisco's Smart Net Total Care (SNTC) Device Level Foundational Technical Service, which is a subset of the SNTC service offer. SNTC Device Level Foundation Technical Service must be purchased in conjunction with 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 with 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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Service Summary

Foundational Technical Services capabilities provide SMARTnet, SP Base, Software Application Support (SAS) plus Updates (SASU), Essential Operate or Unified Computing Support Services-like service delivery components as appropriate for the devices in your Network.

Foundational Technical Service Coverage

Foundational Technical Service coverage is a required component of the Cisco Smart Net Total Care Service. Cisco and Customer obligations with respect to Foundational Technical Service coverage as appropriate for all devices on the Customer network, including any Collector Appliance utilized in performance of Smart Net Total Care Service, and service level purchased under Cisco's Smart Net Total Care offering are described within the SMARTnet, SP Base, Essential Operate, Software Application Support (SAS) plus Updates (SASU) or Unified Computing Support Services offerings detailed at <http://www.cisco.com/go/servicedescriptions/>, which is incorporated herein by reference