CISCO

Service Description: Technical Knowledge Library and Knowledge Services

This document describes the Technical Knowledge Library ("TKL") and Knowledge Services ("KS") available under the Collaborative Professional Services Program ("Program").

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. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco to Authorized Channel. If you have purchased these Services directly from Cisco, this document is incorporated into your i) Collaborative Professional Services Agreement ("Agreement"); ii) Collaborative Professional Services – General Service Terms under the Cisco Services Partner Program; or iii) a services exhibit that addresses transaction advanced services ("AS-T") or an equivalent agreement executed between you and Cisco which authorizes your participation in the Program. All capitalized terms not defined in the Supplemental Glossary of Terms for Technical Knowledge Library and Knowledge Services at the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco. If In the event of a conflict between this Service Description and your Agreement or equivalent services exhibit or agreement, this Service Description shall govern. For purposes of an AS-T exhibit executed between Cisco and Authorized Channel, this Service Description shall be deemed as a Statement of Work ('SOW").

Technical Knowledge Library and Knowledge Services ("KS")

Service Summary

The Cisco Technical Knowledge Library ("TKL") provides Authorized Channel with access design tips, methodologies, leading practices, and foundational concepts related to Cisco products and technologies. The Content in the library is made available by Cisco to a number of Authorized Viewers through a secure web-based portal ("Portal").

TKL consists of leading best practices and technical knowledge in all five technological areas (also called as modules) - Network Infrastructure, Data Center, Security, Wireless and Collaboration. Access to the Portal is limited to fifteen (15) Authorized Viewers per order and Content is accessible by ordering the following SKU:

TKL: CON-AS-CPS-TKL

Each of these technological modules, referred to as Knowledge Services ("KS"), can be individually ordered by technology through the SKUs shown below:

Collaboration KS : CON-AS-CPS-CKS
Data Center KS : CON-AS-CPS-DCKS
Network Infrastructure KS : CON-AS-CPS-NIKS
Security KS : CON-AS-CPS-SKS
Wireless KS : CON-AS-CPS-WKS

Location of Services

Services are delivered remotely to Authorized Channel.

Cisco Responsibilities

- Make the Content available to the number of "Authorized Viewers", including providing access to the following:

Multimedia Clips:

- VoD/AoD technical talks
- Service deliverables archive –- Authorized Channel-specific/account specific content
- eLearning courses

Sidebar Content:

- White Papers
- Case Studies
- Design Guides
- Configuration Guides
- Training Documents
- Technical Tips
- Deployment Guides
- Online textbooks and/or manuals
- Video and audio clips (different from the Multimedia Clips)

- Assist in account creation for the Portal, prior to use during the duration of the Service. Authorized Channel is responsible for security, network connection, IP address assignment and any required firewall or access control list changes required on Authorized Channel's network or End User's network, as applicable, in order for the Authorized Viewer(s) to access the Portal.

- Provide a training session to Authorized Channel point(s) of contact for the Authorized Viewers.

- Hold a "Demo Day" to train and demonstrate the tool for Authorized Channel and provide training materials to Authorized Channel for Authorized Viewer training.

- Host Content and provide preventative maintenance in accordance with Cisco's normal maintenance schedules and procedures.

- Troubleshoot issues submitted to Cisco through provided e-mail alias tkl-support@cisco.com.

- Provide technical assistance to Authorized Channel as Cisco may deem necessary to properly provide the Services.

- **Updated Content:** Cisco may revise, update and/or remove previously-released Multimedia Clips and/or Sidebar Content ("Updated Content"). Cisco will make any Updated Content available to Authorized Channel as a part of the Services. The Updated Content will exclude the previously-released Multimedia Clips and Sidebar Content (where applicable) that the Updated Content was intended to supersede. Authorized Channel should discontinue any use of the superseded Multimedia Clips and/or Sidebar Content.

Authorized Channel Responsibilities

- Provide Authorized Channel on-boarding information as follows: contact name, title, address, telephone number, e-mail address of primary and secondary team lead, Email ids and name of the Authorized Viewers who will need access to the Portal.

- Authorized Channel may include up to one End User per order to access Portal.

- Install the Digital Rights Management ("DRM") software on as needed basis which allows Authorized Viewer to view the DRM-protected content on the Portal.

- Participate in training and/or feedback sessions with Cisco team to enable Cisco to understand the needs of the Authorized Viewers for the Portal.

- Provide any necessary training to Authorized Viewers and address any escalations from Authorized Viewers prior to contacting Cisco. Under no circumstance shall Authorized Channel direct End User to contact Cisco.

- Notify Cisco of any technical support requests or troubleshooting issues related to the Services by sending an e-mail to Cisco team at tkl-support@cisco.com.

- In the event End User is an Authorized Viewer, Authorized Channel shall ensure that End User complies with limitations specified under Internal Use Purposes and Authorized Channel agrees that it will be liable to Cisco for any breach of such terms and conditions by End User.

Limitation

- **AUTHORIZED CHANNEL EXPRESSLY ACKNOWLEDGES AND AGREES THAT IT IS SOLELY RESPONSIBLE FOR THE DETERMINATION AND IMPLEMENTATION OF THEIR END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS.   CISCO SHALL NOT BE RESPONSIBLE FOR THE FAILURE OF CISCO'S COLLABORATIVE PROFESSIONAL SERVICES, DELIVERABLES, CONTENT, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS**.

Representation of Cisco Brand

- Authorized Channel agrees to comply with the Collaborative Services Branding guidelines located under "Resources" at http://www.cisco.com/web/partners/services/programs/collaborative/index.html, which is incorporated herein by reference.

Payment and Invoicing

- Fees for Services shall be invoiced in advance of delivery of Services and payment terms shall be net thirty (30) days from the date of invoice.

Supplemental Glossary of Terms for Technical Knowledge Library and Knowledge Services

- **"Authorized Viewer/s"** means either (i) an employee of Authorized Channel, (ii) an independent contractor of Authorized Channel performing services for Authorized Channel 's benefit who is authorized by Authorized Channel or (iii) individual(s) representing End User of Authorized Channel who has/have been granted access to Portal, limited to one End User per order; and use of Services is solely for "Internal Use Purposes".

- **"Content"** means the content hosted on the Portal as part of the services, including the Sidebar Content. All Content shall be considered Cisco Confidential Information.

- **"Internal Use Purposes"** means use of the Services for the sole purpose of permitting Authorized Viewers to view the Content, provided that all such viewing is solely intended for furthering the Authorized Channel's internal communications, training, education or administrative objectives. Notwithstanding anything to the contrary in this Service Description, "Internal Use Purposes" expressly excludes (i) the licensing, copying, transferring, or distributing of any element of the Services; (ii) displaying of any element of the Content to any person other than Authorized Viewers, and Authorized Channel will not permit or enable any other persons to view any element of the Content; (iii) modifying, altering, abbreviating, or editing of any element of the Services unless expressly permitted by Cisco or its suppliers or licensors; (iv) the incorporation of any element of the Services into any product or service of Authorized Channel or creating a derivative work based upon the Services; and (v) using any element of the Services in a any manner other than as expressly authorized under this Service Description.