



## GLOSSARY

# GLOSSARY OF SERVICES TERMS

**Additional Services** means installation of new Hardware, system additions, Hardware upgrades, or non-mandatory engineering changes.

**Advance Replacement** means shipment of replacement field-replaceable unit (FRU) before receiving failed or defective FRU.

**Application Software** means nonresident or standard alone software products listed on the price list that include but are not limited to Cisco Systems® network management software, security software, IP telephony software, Internet appliance software, Cisco® Intelligent Contact Management software, IP Contact Center software, and Cisco Customer Interaction Suite Software.

**Cisco.com** (<http://www.cisco.com>) is the Cisco Website for its suite of online services and information.

**Customer** means the entity on whose behalf an Agreement is accepted, who has licensed or purchased products for its own internal use and not for resale, remarketing, or redistribution.

**Data Collection Tools** means hardware or software tools that allow Cisco to provide troubleshooting on critical cases, data analysis, and report generation capabilities.

**Device Type** means a Cisco supported hardware product (for example, Cisco Catalyst® 6509 Switch and Cisco 7200 Series Router).

**Equipment List** means the list of hardware and software for which Cisco provides services.

**Event** means notification of your performance of a planned network hardware, software, or configuration change

**Feature Category** means a Cisco supported and configured category of technical function on a specific device type (for example, Open Shortest Path First routing protocol, Novell routed protocol or Fast Ethernet interface type).

**Feature Set Upgrade** means a separately licensed and priced software release that contains an enhanced configuration or feature set.

**Field-replaceable Unit (FRU)** means any component or subassembly of an item or unit of hardware that reasonably can be replaced at your location. FRUs also may be subject to size and weight limitations.

**Four-hour Response** means:

- For Advance Replacement Service, the four-hour time period commencing with Cisco's problem diagnosis and determination that a FRU is required and ends when the FRU is delivered onsite
- For onsite service, the four-hour time period commencing Cisco's problem diagnosis and determination that remedial onsite service is required and ends when Cisco personnel arrive onsite

**Hardware** means tangible Cisco equipment, devices, or components made available to customers.

**Level 1** means support where a technical staff (Cisco or Cisco-authorized Reseller) with appropriate skill, perform installations, remedial hardware maintenance, and basic hardware and software configuration on Cisco Products.

**Level 2** means support where a technical staff (Cisco or Cisco-authorized Reseller) with the appropriate skills perform isolation, replication, and diagnosis of Internet-based problems on Cisco products. Report software bugs to us after you have attempted to identify their source and have validated the identification in your network through appropriate testing. If you cannot duplicate the bug in your

network, Cisco will attempt to replicate and resolve those bugs in either your network or ours. Whichever network we agree upon, you must attempt to replicate the bugs in your network and to document your diagnosis and resolution activity before seeking Cisco assistance.

**Local Time** means Customer's local time Monday through Friday (excluding Cisco observed holidays).

**Maintenance Release** means 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)].

**Major Release** means 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].

**Minor Release** means 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].

**Network** means a set of interconnected and interworking Cisco supported hardware and software that is implemented, operated, and supported by you from a single network operations center (NOC).

**Network Infrastructure** means your core transport and aggregation network technology (for example, metro optical, ATM/Frame Relay and IP core).

**Network Infrastructure Size** means the total value of products in your network and is based on the global list price of the products that you have purchased.

**Purchase Order** means a written or electronic order from Customer to Cisco for the Services to be provided by Cisco under this Agreement.

**Product** means Cisco hardware or software.

**Remedial Hardware Maintenance** means diagnosis and onsite replacement of hardware components with FRUs.

**Services** means one or more of the services options selected by the customer in their purchase order and described at: [http://www.cisco.com/public/sc/CTA\\_FTS\\_NOS\\_Master.pdf](http://www.cisco.com/public/sc/CTA_FTS_NOS_Master.pdf).

**Software** means the software programs licensed to customers by Cisco along with copies, updates, or upgrades to those software programs.

**Standard Business Hours** means

- 9:00 a.m. to 5:00 p.m. local time, Monday through Friday, excluding Cisco observed holidays
- 8:00 a.m. to 5:00 p.m., Central European Time, Monday through Friday, excluding Cisco observed holidays
- 9:00 a.m. to 5:00 p.m., Australian Eastern Standard Time, Monday through Friday, excluding Cisco observed holidays

**Statement of Work (SOW)** means the documents agreed upon by the parties that define services and deliverables to be provided.

**TAC** means the Cisco Technical Assistance Center.

**Technology Application** means specific technologies including, but not limited to, content networking, broadband, and IP telephony that do not operate at the network infrastructure level.

**Third-party Products** means third-party hardware and/or software, and all upgrades thereto, that are designated by Cisco as required for:

- The operation of application software in conformance with Cisco applicable application software documentation
- Cisco support of the application software

**Two-hour Response** means:

- For advance replacement, the two-hour time period commencing with Cisco's problem diagnosis and determination that a FRU is required and ending when the FRU is delivered onsite
- For onsite service, the two-hour time period commencing with our problem diagnosis and determination that remedial onsite service is required and ending when Cisco personnel arrive onsite

**Update** means Cisco Software Maintenance Releases, Minor releases and Major releases containing the same configuration or feature set as originally acquired, unless the customer has upgraded the applicable Hardware or Software to a configuration or feature set other than what was originally acquired, and the applicable license fee for that upgrade has been paid. Updates do not include Feature Set Upgrades.



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