



Service Description

Cisco Spares Onsite Service

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. Summary:

This document describes the Cisco Spares Onsite Service offering.

Cisco Spares Onsite Service provides Cisco-owned spares (“Spares”) to be stored at Your site(s) where they may be used to replace defective Hardware.

This Cisco Spares Onsite Service is intended to supplement a current support agreement for Cisco Products and is only available when the Product(s) in Your Network are supported through a minimum of Cisco’s core device level maintenance services such as Cisco’s Smart Net Total Care and Cisco’s SP Base, amongst other core services with hardware replacement service entitlement. Cisco will provide the Cisco Spares Onsite Service described below as selected and detailed on the PO for which Cisco has been paid the appropriate fee. Cisco will provide a Quote for Services (“Quote”) setting out the extent of the Services that Cisco will provide and the period during which such Services will be provided. The minimum subscription period for Cisco Spares Onsite Service is three (3) years during which time a qualified core service must also be in place to provide replenishments for spares used up in replacing defective Hardware.

2. Cisco Spares Onsite Service

2.1 Cisco Responsibilities:

In consideration of the maintenance fee paid by You for the Service, Cisco will provide the Cisco Spares Onsite Service for eligible products, where available and subject to Your eligibility, as described below:

- **Focal Point.** Designate a Global Service Logistics Operations Manager to act as the primary interface with You for its Spares Onsite Service.
- **Initial Stocking.** Upon acceptance of the Your purchase order, Cisco requires up to sixty (60) days to deliver Spares to the customer designated site(s).
- **Welcome Kit.** A Welcome Kit specifying storage facility requirements, inventory reporting and spares replenishment procedures such as “3-way RMA” will be provided.
- **Replenishment of Spares.** When a Spare is used to replace defective Hardware, Cisco will provide Advanced Replacement at the service level under the existing maintenance service contract



associated with the defective Hardware and in accordance with the service delivery terms specified in the applicable Service Description.

- Termination. Upon termination of the Service, Cisco provides shipment instructions for the return of Spares to a Cisco depot.
- Revision Adjustments. Revision adjustments to Spares under this Service will not be performed by Cisco.
- Stocking Strategy. Cisco may provide You with a consultation for appropriate sparing configurations or levels but Cisco not responsible for Your spare parts stocking strategy.

2.2 Customer Responsibilities:

Service Pre-Qualifications:

- Complete the Spares Onsite Service Pre-Qualifications form and submit it per the instructions within the form. Cisco will confirm if the requested service location and the type/quantity can be supported but You are solely responsible for determining its sparing requirements and spare parts stocking strategy.
 - Confirm that Product(s), which will be supported by the Service, are covered by a core device maintenance service agreement. Place a simultaneous core device maintenance service order if one is not already in effect.
 - You will use spares only for defective Hardware that have core device maintenance service coverage in place.
 - You and Cisco may consult on appropriate sparing configurations or levels but You are the sole determiner of Your sparing requirements.

Operational Responsibilities:

- Assign a minimum of two (2) contact persons (primary and backup) who can collaborate with Cisco in coordinating, planning, and managing the Spares.
- Assign a room or a locker that meets Cisco's security and environmental requirements for spares storage as defined in the Welcome Kit provided by Cisco.
- Agree to take a physical inventory of Spares in stock on a quarterly basis and provide the results, upon request, to the designated Cisco Global Service Logistics Operations Manager.
- When requesting a replacement unit, You will follow either the Special 3-way return process or the Cisco RMA Process.



- Special 3-way exchange. When a spare from Spares Onsite inventory is needed to replace a defective part, You are required to open a “3-way RMA”, which is a special handling process, detailed in the Customer Storage and RMA Requirements that is included in the Welcome Kit provided by Cisco, before accessing Spares Onsite inventory to ensure compliance with local trade import regulations. Serial numbers of both units – the Spare used and the defective part, must be provided for part replacement.
- When Spares Onsite inventory is NOT used and You would like to request a replacement unit directly from Cisco, note down the serial number of the defective part. Defective parts must be returned in accordance with the [Cisco RMA Policy for Warranty and Hardware Support Contract Returns](#).
- You will notify Cisco promptly in the event when spares are found to be damaged or missing.
 - You will bear all risk of loss associated or attributable to the Spares while under Your care, custody, and control.
 - You will provide property insurance for Spares inventory at full replacement cost.
 - Upon termination of the Service, You will return the Spares, per Cisco’s instructions, to a Cisco depot. You will be responsible for missing or damaged Spares per full list price of the applicable Cisco Price Lists.

3. Entitlement/Audit

- You acknowledge that You are only entitled to use Spares for which You have paid the appropriate Spares Onsite Service fee and the usage is only for Product(s) covered under a core device level maintenance agreement.
- Cisco reserves the right, upon reasonable notice, to perform an onsite or remote audit(s) to ensure (i) Spares are maintained in a secure and locked environment, (ii) quantity and location agree with Cisco’s records, and (iii) Spares are in good condition and have not been damaged. If an audit determines that You have not complied with the terms of this Service, Cisco has the right to terminate this Service and/or charge full list price of the Spares (including any unaccounted Spares under this Service) in question including any late payment interest that is due.