

Field Area Networking SME Services

This document must be read in conjunction with the [How Cisco Provides Services](#) document, which is incorporated into this document by reference.

Services Summary

Field Area Networking SME Service (AS Fixed SKU: ASF-CORE-UG-SPT) provides Customer with a Cisco Subject Matter Expert (SME) to provide additional Services during the twenty (20) consecutive business day period (the "Service Period") after the deployment of the Cisco Field Area Networking solution. The SME will be available to provide: (a) troubleshooting limited to areas of zero-touch commissioning and provisioning, performance reviews and optimization, and (b) Customer operational training activities related to the Cisco Field Area Networking solution.

Deliverables

- Bi-weekly report of issues and resolutions

Location of Services

The Services will be provided on a Remote basis, except that Cisco will make On-Site Services available on dates to be agreed upon by Cisco and Customer not to exceed one (1) On Site visit and five (5) Business Days in total during the Service Period. Customer must provide Cisco with at least five (5) business days notice prior to any requested On Site visit.

Field Area Networking Field Pilot SME Services

Cisco will assign a SME who will be made available to Customer to provide the following:

- troubleshooting limited to areas of zero-touch commissioning and provisioning, performance reviews and optimization.
- operational training activities related to the Cisco Field Area Networking solution.

Customer must provide On Site SMEs to work with Cisco SMEs for troubleshooting purpose.

Scope Limitation

- Limited to the Cisco Field Area Networking Solution components.