Service Description
Cisco IOT Control Center Solution Implementation and Testing Service

This Service Description is part of the Services Agreement (as defined in the <u>Services Guide</u>) 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

The Cisco IOT Control Center Solution Implementation and Testing Service provides You with access to a team of Control Center Technical Project Managers and Engineers (the "IOT Control Center Team") who will provide You with support for implementation and testing activities (the "Consulting Activities") of the Cisco IOT Control Center Solution over the Services Term. The availability for purchase of the Cisco IOT Control Center Solution Implementation and Testing Service is dependent on Your previous purchase of the Cisco IOT Control Center Solution Design Service from Cisco. The Consulting Activities will be available to You for the number of Business Days over the Services Term as detailed in the Quote.

2. Cisco Responsibilities

- Provide the IOT Control Center Team who will work with You on the Consulting Activities from the list below to be provided during the Services Term.
- Work with You at a Services kick-off meeting to specify and agree on the activities for the Cisco IOT Control Center Solution Implementation and Testing Service.

Consulting area	Activity description
Implementation Planning	Implementation Planning assists Your engineering staff in evaluating Your IOT Control Center High Level Design for changes if required, dependencies, affected processes, and Documentation.
Implementation Support	Implementation Support focuses on Your implementation of the Cisco IOT Control Center Solution in accordance with the High Level Design.
Test Stratedy and Planning	Test Strategy and Planning assists You with evaluating business and operational testing requirements, testing environment suitability, and identifying areas of recommendation (if any) to facilitate execution of the implementation activities.
Test Execution	In support of implementation activities, work with You to run planned tests, evaluate results, and support remediation and/or retesting.

- Assign, supervise, and direct the individuals delivering this Service. Cisco may switch individuals at any time. Cisco is not obligated to make personnel changes to accommodate workload or work type changes. Cisco will assess what experience is required and assign personnel and resources based upon the agreed-upon activities.
- Use commercially reasonable efforts to complete activities agreed to in the Services kick-off meeting and subsequent plans. However, Cisco does not guarantee that all activities will be successfully completed by by the end of the Services Term. All Service delivery will stop and be considered complete on the last Business Day of the Service Term.

3. Customer responsibilities

- At the Services kick-off meeting, provide and review with Cisco a Cisco IOT Control Center Solution High Level Design to confirm that it aligns to Cisco's best practice methodologies for implementation and testing the Cisco IOT Control Center Solution.
- Work with Cisco to identify and agree on the tasks and general activities within the scope of this Service Description for the Cisco IOT Control Center Solution Implementation and Testing Service.
- Submit requests to the Cisco Project Manager in writing, using the format as mutually agreed-upon in the Services kick-off meeting.
- Remain responsible for all of Your compliance with industry standards.

4. Limitations

- The Cisco IOT Control Center Solution Implementation and Testing Service is a consulting service and will comprise advice and guidance only to assist You with Your activities.
- All Consulting Activities will be performed remotely and a day is consumed if a member of the IOT Control Center Team performs any Consulting Activities on that day.