

Cisco ThousandEyes Professional Services Policy

This Cisco ThousandEyes Professional Services Policy (this “Policy”) outlines the professional services (“Services”) provided by ThousandEyes LLC (“ThousandEyes”) to You. Services are subject to Your ThousandEyes Order Form and the agreement terms referenced in the ThousandEyes Order Form (collectively, the “Agreement”). Services are provided for Your Subscription Term. Capitalized terms not otherwise defined in this Policy have the meanings given in the Agreement. If there is any conflict between this Policy and the Agreement, then the terms of this Policy shall prevail. The Services provided are solely as described in this Policy.

The Services are paid and delivered as fixed-fee or custom (hourly). Unless otherwise stated in the Order Form, the Services defined within this Policy are available for consumption solely within the 12-month Subscription Term. All Services are performed remotely during 9:00 AM to 5:00 PM Your local time (“Business Hours”), during standard Business Days. “Business Days” means ThousandEyes days of operation per week within the country where the Services are performed, excluding local and Cisco’s recognized corporate holidays.

1. Fixed-fee Services

Service	Service Description
Customer Onboarding	<p>Provide You with training and guidance to implement, operate, and manage ThousandEyes. ‘Customer Onboarding’ is sold in packages and sized pursuant to the ‘Onboarding Activities by Package’ table below. Topics may include:</p> <ul style="list-style-type: none"> ▪ Initial solution set-up: <ul style="list-style-type: none"> ○ Test account and user set-up ○ General set-up ▪ Example implementation guidance: <ul style="list-style-type: none"> ○ Planning and implementation of example tests, reports, dashboards, and example alerts ○ Test result data analysis sessions ▪ Guidance and training on: <ul style="list-style-type: none"> ○ Operating the solution ○ Maintaining the solution ○ How to create tests, optimize tests, set-up alerts, share and save test results, and analyse test results
Health Check	<p>Provide You with quarterly optimization reviews for a 12-month period, consisting of four reviews. Activities include:</p> <ul style="list-style-type: none"> ▪ Review optimization of tests, reports, dashboards, and alerts ▪ Provide service optimization analysis report ▪ Service may be sold in bundles and sized accordingly ▪ Optimization is not included in this Service
Renewal Optimization Package	<p>Provide You with one-time optimization assistance, expansion assistance, or additional training. Activities include:</p> <ul style="list-style-type: none"> ▪ Review and offer optimization guidance on tests, reports, dashboards, and alerts ▪ Test result data analysis sessions ▪ Additional training on: <ul style="list-style-type: none"> ○ Operating and maintaining the solution ○ How to: create tests, optimize tests, set-up alerts, share and save test results, and analyse test results

Alerting System Configuration

Configure product alerts using the webhook notification service and standard alert rule configuration into a third-party service. Activities include:

- Configuring Your intermediate server to translate the notification between services or assisting with Your configuration to directly connect with a third-party service
- Does not include any API configurations outside of the base alert rule webhook functionality.
- Any enhancements will require an additional Services package

Customer Onboarding - Activities by Package

Activities	Small	Medium	Large	X-Large
Org/Account Group Setup	✓	✓	✓	✓
Cloud/Enterprise Agent Implementation Guidance		✓	✓	✓
Endpoint Agent Implementation Guidance	✓	✓	✓	✓
Internet Insights Implementation Guidance			✓	✓
Training (1 group)	✓			
Training (2 groups)		✓		
Training (3 groups)			✓	
Training (4 groups)				✓
Continuous Enablement Office Hours			✓	✓
Continuous Enablement Solution Refresher				✓

2. Custom (Hourly) Services

Custom or hourly Services are provided on a time and materials basis. Time is accounted for in fifteen (15) minute increments with appropriate multipliers applied to determine billable hours. Each task has a minimum duration of thirty (30) minutes. Non-standard Business Hours work is billed at a rate of one and one-half (1.5x) the standard hourly fee. This includes hours worked on designated holidays, weekends, overnight, or more than four (4) hours outside normal shift, or any hours accrued during a continuous eight (8) hour period.

Billable activities include:

- Meetings with You – If You no show or cancel a meeting with less than twenty-four (24) hours advance notice, You will be billed for a thirty (30) minute increment;
- Internal ThousandEyes meetings, if specific to Your account; or

- Engagement specific activities include but are not limited to:
 - Configuration tasks
 - Customer training
 - Offline work including research, analysis and testing
 - Account health checks
 - Solution integration

Non-billable Activities. Non-billable activities include administrative tasks such as time used to update a task management tracking system or other onboarding activities.

3. Professional Services Consultants (PSC)

Available as a premium Service offering, the PSC is a resource within ThousandEyes who specializes in delivery of training and custom engagements. Billable on either a fixed-fee or hourly basis, PSCs work with You to maximize Your efficiency within the platform and to transfer knowledge and best practices in order to ensure optimal deployment.

4. Customer Responsibilities

You will identify and provide an operational/technical point of contact to represent You and provide reasonable cooperation.

5. General Terms

No Guarantees. ThousandEyes will use commercially reasonable efforts to complete the tasks and activities agreed to in the Services kick-off meeting and subsequent plans. However, ThousandEyes does not guarantee that a task will be completed by the end of the Subscription Term. All Service delivery will stop and be considered complete on the last Business Day of the Subscription Term.

Export Regulations. You acknowledge that Services are subject to U.S. export laws and regulations. You agree to comply with all applicable import and export laws and regulations, ensuring that Services are not used for any prohibited purposes.

Data Processing. ThousandEyes processes personal data in accordance with [Cisco's Online Privacy Statement](#) and the [ThousandEyes Privacy Data Sheet](#).

Modifications. ThousandEyes reserves the right to modify this Policy from time to time. Any changes will be communicated via posting an update to this Policy, and, notwithstanding anything contrary in the Agreement, continued use of the Services will constitute acceptance of the modified Policy.