

Insight - Cisco SMARTnet Quote

Customer Name: DUPAGE COUNTY ETSB

Quote Date: 14-Nov-2023



1 - year Quote Summary				
CO-TERM: 28-Jan-2025				
QUOTE	SERVICE LEVEL	REFERENCE CONTRACT	CLIENT PRICE	
481676744	CON-SNT-1	204514219	\$	7,257.76
CLIENT COST SUBTOTAL			\$	7,257.76

Account Executive: Robert Erwin
SMARTnet Sales Specialist: Cynthia Yturralde
QS: AN



Please Note: This quote is valid for 30 days. Subject to sales tax and freight charges where applicable.

This quote is subject to Insight's Terms of Sale - Products set forth online at:

http://www.insight.com/en_US/help/terms-of-sale-products.html

Quote #:	481676744
Quote Name:	DUPAGE COUNTY ETSB
Quote Status:	Valid
Created Date:	14-Nov-2023

MAJOR/MINOR	PRODUCT NUMBER	QUANTITY	INSTANCE NUMBER	SERIAL NUMBER	TARGET CONTRACT NUMBER	TARGET SERVICE	BEGIN DATE	END DATE	INSTALL SITE NAME	SITE ADDRESS LINE 1	SERVICE SKU	SERVICE LIST			PRORATED	
						LEVEL						PRICE	LIST PRICE	CLIENT PRICE		
Major	WS-C3850-48T-S	1	5171849492	FCW2142D0VQ	204514219	SNT	29-Jan-2024	28-Jan-2025	DUPAGE COUNTY ETSB	421 N COUNTY FARM RD	CON-SNT-WSC388TS	\$ 1,012.40	\$ 1,012.40	\$ 847.34		
Major	WS-C3850-48T-S	1	5171849502	FCW2142D12U	204514219	SNT	29-Jan-2024	28-Jan-2025	DUPAGE COUNTY ETSB	421 N COUNTY FARM RD	CON-SNT-WSC388TS	\$ 1,012.40	\$ 1,012.40	\$ 847.34		
Major	WS-C3850-48T-S	1	5171849519	FOC2142U0Z0	204514219	SNT	29-Jan-2024	28-Jan-2025	DUPAGE COUNTY ETSB	421 N COUNTY FARM RD	CON-SNT-WSC388TS	\$ 1,012.40	\$ 1,012.40	\$ 847.34		
Major	WS-C3850-48T-S	1	5171849521	FCW2142C0SM	204514219	SNT	29-Jan-2024	28-Jan-2025	DUPAGE COUNTY ETSB	421 N COUNTY FARM RD	CON-SNT-WSC388TS	\$ 1,012.40	\$ 1,012.40	\$ 847.34		
Major	WS-C2960X-24TD-L	1	5171911925	FOC2135T0MY	204514219	SNT	29-Jan-2024	28-Jan-2025	DUPAGE COUNTY ETSB	421 N COUNTY FARM RD	CON-SNT-WSC24TDL	\$ 286.18	\$ 286.18	\$ 239.52		
Major	WS-C2960X-24TD-L	1	5171911926	FOC2135T0NS	204514219	SNT	29-Jan-2024	28-Jan-2025	DUPAGE COUNTY ETSB	421 N COUNTY FARM RD	CON-SNT-WSC24TDL	\$ 286.18	\$ 286.18	\$ 239.52		
Major	WS-C3850-48T-S	1	5479213489	FJB2421H017	204514219	SNT	29-Jan-2024	28-Jan-2025	DUPAGE COUNTY ETSB	421 N COUNTY FARM RD	CON-SNT-WSC388TS	\$ 1,012.40	\$ 1,012.40	\$ 847.34		
Major	WS-C3850-48T-S	1	5479213493	FJB2336G0V7	204514219	SNT	29-Jan-2024	28-Jan-2025	DUPAGE COUNTY ETSB	421 N COUNTY FARM RD	CON-SNT-WSC388TS	\$ 1,012.40	\$ 1,012.40	\$ 847.34		
Major	WS-C3850-48T-S	1	5479213494	FJB2409H05Y	204514219	SNT	29-Jan-2024	28-Jan-2025	DUPAGE COUNTY ETSB	421 N COUNTY FARM RD	CON-SNT-WSC388TS	\$ 1,012.40	\$ 1,012.40	\$ 847.34		
Major	WS-C3850-48T-S	1	5479213498	FJB2421H00M	204514219	SNT	29-Jan-2024	28-Jan-2025	DUPAGE COUNTY ETSB	421 N COUNTY FARM RD	CON-SNT-WSC388TS	\$ 1,012.40	\$ 1,012.40	\$ 847.34		
TOTAL												\$ 8,671.56	\$ 8,671.56	\$ 7,257.76		
GRAND TOTAL												\$ 8,671.56	\$ 8,671.56	\$ 7,257.76		

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ADDITIONAL INFORMATION

Certain commonly used Cisco Service Levels are defined below on this quote for your convenience (Cisco Service Levels). In the event of a conflict between the Cisco Service Levels on this quote and those defined on Ciscos website located at http://www.cisco.com/web/about/doing_business/legal/service_descriptions/index.html, the terms found on Ciscos

Cisco hardware can be covered from 8x5xNBD to 24x7x2 with either parts only or On-Site service.

- SNT (SMARTnet Standard 8x5xNBD) - Where Next Business Day delivery is available, an Advance Replacement will ship to arrive the next Business Day provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. If Customer make a request after 3:00 p.m. Depot Time, Cisco will ship the
- (SMARTnet 8X5X4) - Advance Replacement on a Four-Hour Response basis between 9:00 a.m. and 5:00p.m. Depot Time the same Business Day, provided that
- SNTE Cisco's determination of Hardware failure has been made before 1:00 p.m. Depot Time. If Customer make a request after 1:00 p.m. Depot Time, Cisco will deliver the Advance Replacement the morning of the next business day
- (SMARTnet 8X7XNCD) - Where SMARTnet 8x7xNext Calendar Day is available, an Advance Replacement will ship to arrive the next calendar day provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. If Customer makes a request after 3:00 p.m. Depot Time, Cisco will ship
- SNC the Advance Replacement the next calendar day. Where SMARTnet 8x7xNext Calendar Day delivery is not available, same day shipping will be provided. Under same day shipping, Advance Replacement will ship from the serving depot location that same calendar day, provided that Ciscos determination of Hardware failure has been made before 3:00 p.m. Depot Time. Determinations that occur after 3:00 p.m. Depot Time will be shipped the following calendar day.
- SNTP (SMARTnet 24X7X4) - Advance Replacement parts on a Four-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco
- S2P (SMARTnet 24X7X2) - Advance Replacement on a Two-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed
- (SMARTnet On-Site 8x5xNBD) - Next business- day Remedial Hardware Maintenance, together with parts, labor and materials, by 5:00 p.m. Depot Time provided
- CS or OS Cisco's determination that On-Site Service is required has been made before 3:00 p.m. Depot Time the prior day (otherwise, second Business Day will be provided for calls placed after 3:00 p.m. Depot Time). Where Next Business Day delivery of the parts is not available, same day shipping will be provided. Cisco will provide
- (SMARTnet On-Site 8x5x4) - Four Hour Response for Remedial Hardware Maintenance service between 9:00 a.m. and 5:00 p.m. Depot Time the same Business Day, together with parts, labor and materials, provided Cisco's determination that on-site service is required has been made before 1:00 p.m. Depot Time
- C4S or OSE
- C4P or OSP (SMARTnet On-Site 24x7x4) - Four Hour Response for Remedial Hardware Maintenance twenty four (24) hours per day, seven (7) days per week including Cisco
- C2P or PREM (SMARTnet On-Site 24x7x2) - Two Hour Response for Remedial Hardware Maintenance twenty four (24) hours per day, seven (7) days per week including Cisco
- (8x5xNBD) - An Advanced replacement will ship the same day to arrive the next 8x5xNext Business Day: An Advance Replacement will ship the same day to arrive
- SU1 the next business day provided both the call and Ciscos diagnosis and determination of the failed hardware has been made before 3:00 p.m., local time. For requests after 3:00 p.m., local time, the Advance Replacement will ship the next business day.
- (8x5x4) - Provide Advance Replacement on a Four-Hour Response basis between 9:00am and 5:00pm local time the same business day, provided both the call and
- SU2 Cisco's diagnosis and determination of the failed hardware has been made before 1:00 p.m., local time. For calls placed after 1:00 p.m. local time, Cisco will deliver the Advance Replacement the morning of the next business day.
- SU3 (24x7x4) - Provide Advance Replacement parts on a Four-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed
- SU4 (24x7x2) - Provide Advance Replacement on a Two-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed
- (On-Site 8x5xNBD) - Provide next-business-day Remedial Hardware Maintenance service, together with parts, labor and materials, by 5.00pm local time provided
- SUO1 both the call and Cisco's diagnosis and determination that on-site service is required has been made before 3:00 p.m. Local Time the prior day (otherwise, second business day will be provided for calls placed after 3:00 p.m. local time).
- (On-Site 8x5x4) - Provide Four Hour Response for Remedial Hardware Maintenance service, together with parts, labor and materials, during local time the same business day provided both the call and Ciscos diagnosis and determination that on-site service is required has been made before 1:00pm local time.
- SUO2
- SUO3 (On-Site 24x7x4) - Provide Four Hour Response for Remedial Hardware Maintenance service twenty four (24) hours per day, seven (7) days per week including
- SUO4 (On-Site 24x7x2) - Provide Two Hour Response for Remedial Hardware Maintenance service twenty four (24) hours per day, seven (7) days per week including

Telepresence can be covered from 8x5xNBD to 24x7x2 with either parts only or On-Site service.

- (8x5xNBD ESS) - Where Next Business Day delivery is available, an Advance Replacement will ship to arrive the next Business Day provided that Cisco's
- ECDN determination of Hardware failure has been made before 3:00 p.m. Depot Time. If Customer make a request after 3:00 p.m. Depot Time, Cisco will ship the Advance Replacement the next business day. Service Included: Hardware Replacement and Software Application Support.
- (On-Site 24x7x4 ESS) - Four Hour Response for Remedial Hardware Maintenance twenty four (24) hours per day, seven (7) days per week including Cisco observed holidays. Service Included: On-Site Hardware Replacement and Software Application Support.
- EC4T

- ECDO (On-Site 8x5xNBD ESS) - Next business-day Remedial Hardware Maintenance, together with parts, labor and materials, by 5:00 p.m. Depot Time provided Cisco's determination that On-Site Service is required has been made before 3:00 p.m. Depot Time the prior day (otherwise, second Business Day will be provided for calls placed after 3:00 p.m. Depot Time). Where Next Business Day delivery of the parts is not available, same day shipping will be provided. Cisco will provide On-Site support upon arrival of the parts. Service Included: On-Site Hardware Replacement and Software Application Support.
- ECEO (On-Site 8x5x4 ESS) - Provide Four Hour Response for Remedial Hardware Maintenance service, together with parts, labor and materials, during local time the same business day provided both the call and Ciscos diagnosis and determination that on-site service is required has been made before 1:00pm local time. Service Included: On-Site Hardware Replacement and Software Application Support.
- ECEN (8X5X4 ESS) - Advance Replacement on a Four-Hour Response basis between 9:00 a.m. and 5:00p.m. Depot Time the same Business Day, provided that Cisco's determination of Hardware failure has been made before 1:00 p.m. Depot Time. If Customer make a request after 1:00 p.m. Depot Time, Cisco will deliver the Advance Replacement the morning of the next business day. Service Included: Hardware Replacement and Software Application Support.
- EC4N (24x7x4 ESS) - Four Hour Response for Remedial Hardware Maintenance twenty four (24) hours per day, seven (7) days per week including Cisco observed holidays. Service Included: Hardware Replacement and Software Application Support.

Software can be supported with minor release upgrades to major release upgrades.

(~~These upgrades only, effective September 25, 2017, Cisco Software Support Service (SWSS) initiative will be launched to bring simplicity to customers and partners by unifying Essential Operate Service (ESW) and Unified Communications Support Service (UCSS) into a single service level. The combined offer will include:~~

- ECMU
 - Full-time telephone and remote technical and maintenance support services, 24 hours a day, 365 days per year
 - Application maintenance, minor software updates, and major software upgrades
 - Round-the-clock access to the extensive Cisco.com online troubleshooting tools include Software Advisor, TAC Case Collection, My Tech Support, Output Interpreter, peer-to-peer online
- SAS (Software Application Support) - Software support and minor release upgrades
- SAU (Software Application Support with Upgrades) - Software support and major release upgrades
- SW (Software Maintenance) - TAC,CCO,IOS SW (NO HW RPL)
- ISV1 (UC ISV 24x7) - UC ISV L1 + L2 (NO HW RPL)

All SMARTnet Services Include:

- IOS Software Upgrades for new features, capabilities and software bug fixes.
- 24x7x365 Access to Cisco Connection Online for inventories, service contract access, products & services information, technical white papers, etc.
- 24x7x365 Access to Cisco Technical Assistance Center (TAC) for access to all levels of industry leading technical support engineers
- All Parts and Labor, if applicable, to restore the network during unscheduled interruptions

TERMS OF SALE. THIS QUOTE IS SUBJECT TO INSIGHTS TERMS AND CONDITIONS OF SALE SET FORTH ONLINE AT http://www.insight.com/en_US/help/terms-of-sale-products.html (Terms of Sale - Products), AS WELL AS THE TERMS SET FORTH IN THIS QUOTE. Cisco SMARTnet services are third-party branded services (SMARTnet Services). SMARTnet Services are not performed by Insight and therefore classified by Insight as Product and subject to Insights Terms of Sale Products. In the event of a conflict between the Terms of Sale - Products and any terms of sale on Ciscos website, Insights Terms of Sale Products shall govern the purchase of SMARTnet Services herein.

SERVICE DESCRIPTIONS. The SMARTnet Services being purchased under this quote are further described under Technical Support Services in the Service Descriptions found on Ciscos website at www.cisco.com/go/servicedescriptions/. Such Service Description is incorporated into and made part of this Agreement. SMARTnet Services are subject to the availability limitations and other terms and conditions set forth in the Service Descriptions.

TERMS OF USE. Clients use of SMARTnet Services is further subject to the following documents, and other applicable documents as required by Cisco, set forth in Ciscos Service Descriptions: (a) End User Obligations; (b) Glossary of Terms; (c) Severity and Escalation Guidelines; and (d) List of Services Not Covered.

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