Service Description: Classified Collaboration-as-a-Service

This document describes Cisco's Classified Collaboration as a Service ("CCaaS" or "Services").

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/ : (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA), Advanced Services Agreement (ASA) or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

Sale via Cisco Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

This Classified Collaboration-as-a-Service is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network are supported through a minimum of core services such as Cisco Smart Net Total Care / SP Base and Software Application Services, as applicable. Where available, Cisco shall provide the Classified Collaboration-as-a-Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Service Summary

Services covered are:

- Telephone Services

- Conferencing

- Collaboration

Services are delivered from a Cisco owned datacenter or from within a Customer-provided facility.

Service Availability

This Service is available on regulated unclassified and classified networks. This service requires the Customer to use Cisco-approved and Cisco-supported IP phones as the user endpoint.

Classified Collaboration-as-a-Service

Cisco Responsibilities:

CCaaS consists of the provision of Services described below. The End-User Service Desk is available 8am – 8pm, Eastern. Services provided by Cisco are remotely delivered unless otherwise noted. Cisco shall provide the following general Support for all Services selected by Customer:

- Designate an engineer to act as the primary interface with Customer for its network.

- Schedule with Customer quarterly meetings, up to four (4) visits per year (not to exceed eight (9) days in aggregate), at Customer's site to review deliverables, activities, and plan for the next quarter. Additional visits will be mutually agreed upon at Cisco's then-current travel and labor rates.

- Schedule periodic (typically weekly) conference calls to review Customer's CCaaS status, planning, and the Services provided.

- Manage Cisco collaboration services (voice and video endpoints) on behalf of the Customer.

- Manage user provisioning.

- Maintain a help desk to support the resolution of collaboration issues caused by Cisco products or services.

- Provide certain data collection tools Cisco identified as appropriate for CCaaS solution data collection during the term of the services, provided all fees due and owing to Cisco under this Service Description have been paid. Data Collection Tools may or may not include hardware or software. Cisco retains full right, title, and interest to the Data Collection Tools. In addition to Cisco provided tools, the Cisco engineer may utilize Customer provided data, scripts, or internal tools to assist in collecting data from the CCaaS solution.

Customer Responsibilities:

In the event that any of these Customer responsibilities are addressed as part of the service delivery provided by Cisco under an ancillary Cisco service purchased by the Customer, then the specific responsibilities described under this Service may not apply. The provision of the Service options requires Customer to:

- Ensure key stakeholders' participation with business, engineering, and operations personnel during kick off meetings, interviews, workshops, and review of findings.

- Provide Cisco with detailed information that describes Customer's requirements and objectives for its network including but not limited to scalability, security and manageability, roadmap and changes, solution components such as hardware, quantity, and software releases.

- Designate at least two (2) but not more than six (6) technical representatives, who must be Customer's employees in a centralized network support center (Customer's Technical Assistance Center), to act as the primary technical interface to the Cisco Services Engineer. Customer will designate as contacts senior engineers with the authority to make any necessary changes to the network configuration. One individual, who is a senior member of management or technical staff, will be designated as Customer's primary point of contact to manage the implementation of services under this Service Description (e.g., chair the weekly conference calls, assist with prioritization of projects and activities).

- If Cisco provides Data Collection Tools or Scripts located at Customer's site, Customer shall ensure that such Data Collection Tools or Scripts are located in a secure area, within a network environment protected within a firewall and on a secure Local Area Network (LAN), under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tools provided by Cisco include Software, Customer agrees to make appropriate computers available and download Software, as needed. Customer shall remain responsible for any damage to, loss, or theft of the Data Collection Tools while in Customer's custody. Customer must immediately return any Data Collection Tools to Cisco as instructed by Cisco, upon the earlier of: (i) expiration or termination of the Service with Customer, or (ii) Cisco's request to Customer that the Data Collection Tools be returned to Cisco.

- Provide reasonable electronic access to Customer's network and calling/video infrastructure to allow the Cisco Engineer(s) to provide support and accomplish Service delivery.

- Maintain Customer-owned hardware in good working order according to their specifications.

- Provide reasonably requested information and assistance for Cisco to provide the Services.

- For services delivered remotely, if for security or other reasons, Customer does not allow installation of data tools, access to relevant databases and server and application configuration tools, then Customer will be responsible for the additional costs related to perform these services onsite at specific sites or locations to perform these services.

- Provide a network topology map, configuration information, and information of new features being implemented as needed.

- Create and manage an internal email alias for communication with Cisco Services Engineer.

- Provide its designated person(s) with instructions on process and procedure to initiate cases and access the Cisco Services Engineer.

- Notify Cisco of its standard operating procedures related to its business practices, its internal operational nomenclature, and its network to allow Cisco to effectively communicate and discuss cases with Customer in the context of Customer's business environment.

- Retain overall responsibility for any business process impacts and any process change implementations.

- In the event the network composition is altered, after the Services selected in this Service Description are in effect, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Cisco may require modifications to the fees if the network composition has increased beyond the original pricing quote for Services.

- Provide support to Cisco team to collect needed information for performance and optimization services that may or may not use automated tool.

- Provide all necessary information to enable Cisco to perform root cause analysis.

- Attach only Cisco-approved and Cisco-supported endpoints to the collaboration systems.

- Educate users on provision and help desk procedures.

- Provide necessary infrastructure (hardware, software, and services) and connectivity to deliver the capabilities.

- Obtain appropriate support agreements with other infrastructure providers (e.g., PC support).

- Procure and configure approved endpoints to include phone and video endpoints.

- Collaborate with Cisco during troubleshooting to determine root-cause. If the root-cause analysis identifies a non-Cisco component causing the issue, the Customer will be responsible for fixing the issue.

- Inform Cisco of any Cisco collaboration solution related project and critical changes that may impact the deployed architecture that will be supported.

- Replace/upgrade Customer-owned hardware and software prior to the components reaching End of Life.

Target Customer Segment

- US Government Agencies operating on regulated networks

- Companies operating on regulated networks

Services

Cisco's Classified Collaboration-as-a-Service (CCaaS) Service is offered in three tiers: Foundation, Standard, and Premium.

Foundation

On-Premises Footprint (if applicable)

- Requires: One (1) data center rack (additional racks/alternate data centers required for redundancy, if required) with appropriate power, cooling and connectivity.

Capabilities

- One (1) softphone per user

- Uncompressed high quality G.711/G.722 call codecs

- Basic telephony features

  o Call waiting

  o Three way calling

  o Call hold

  o Call transfer

  o Call forwarding

- Voicemail

  o Automated relay of voicemail to email inbox as Waveform Audio Format (WAV)

- Up to 384k Desktop video on supported devices (ex: 89xx, 99xx, EX60/90, DXxx)

- Desktop softphone software (requires compatible devices)

- Up to five (5) ad hoc teleconference participants

  - Not available for SIPaaS (defined below) Customers.

  - Quarterly Business Review (described below).

  - Monthly Technical Reporting

Standard

On-Premises Footprint (if applicable)

- Requires: One (1) data center rack (additional racks/alternate data centers required for redundancy, if required) with appropriate power, cooling, and connectivity.

Capabilities

- Up to three (3) soft phone devices per user

- Uncompressed high quality G.711/G.722 call codecs

- Basic telephony features

  o Call waiting

  o Three way calling

  o Call hold

  o Call transfer

  o Call forwarding

- Visual voicemail

  o Up to 384k Desktop video on supported devices (ex: 89xx, 99xx, EX60/90, DXxx)

- Desktop softphone software (requires compatible devices)

- Up to ten (10) ad hoc teleconference participants

- Additional fee for SIPaaS (defined below) Customers required

- Quarterly Business Review (described below).

- Monthly Technical Reporting

Premium

On-Premises Footprint (if applicable)

- Requires: One (1) data center rack (additional racks/alternate data centers

required for redundancy, if required) with appropriate power, cooling, and connectivity.

Capabilities

- Up to three (3) softphone devices per user

- Uncompressed high quality G.711/G.722 call codecs

- Basic telephony features

    o Call waiting

    o Three way calling

    o Call hold

    o Call transfer

    o Call forwarding

    o Visual voicemail

- Up to 384k Desktop video on supported devices (ex: 89xx, 99xx, EX60/90, DXxx)

- Desktop softphone software (for compatible devices)

- Up to one hundred (100) ad hoc teleconference participants

- Additional fee for SIPaaS (defined below) Customers required

- Quarterly Business Review (described below)

- Monthly Technical Reporting

Service Components

- **Call Manager** – Call Manager is the primary Cisco application that provide telephony services between Customer endpoints.

- **Unified Communications** – Unified Communications is the family of capabilities that includes voice calling, video calling, conference calling, video conferences, and integration with video endpoints.

- **Service help desk** – Cisco's service help desk is the single point of contact for CCaaS Customers to report any service-related issues. The help desk provides Tier 1 through Tier 3 service, and includes Move, Add, Change, and Disconnect (MACD) services for end-customers (which may incur an additional charge). The Service Desk is available Monday through Friday, 8am – 8pm Eastern.

- **Quarterly Business Review** – The Quarterly Business Review will include the presentation on the metrics of the previous quarter (monthly usage reporting and incident ticket metrics), discussion of any serious technical issues that occurred, and a discussion of any significant changes to the service that are planned for the next quarter that may impact the Customer.

- **Monthly Usage Reporting** – Each month, Cisco will provide the Customer with monthly usage reporting including current number of subscribers and their consumption of the services.

Value Added Options

The following features are available at an additional charge, require additional Customer responsibilities, and these charges will be described in the Quote.

SIP Services

SIP Trunk Engineering and Installation

Engineering, Setup, and Documentation of a bi-directional SIP trunk from subscriber IP PBX to Secure Telephony Infrastructure. Note: A monthly SIPaaS charge will be incurred for this service.

SIP-as-a-Service

For subscribers wishing to install their own IP-PBX, a monthly SIP as a Service charge covers classified support issues and ongoing call routing changes as required.

Standard SIP Video Endpoint

Connect your SIP compatible room based Video Telephone Conference (VTC) system to make high quality video calls across the enterprise at classification.

Included Features

- Web Based Video Meeting Scheduling – This is the ability to schedule video meeting via the Cisco provide web interface, hosted on the appropriate classified network.

- Supports "Push to Join" for compatible endpoints.

- Class of Control customization to support managing video bandwidth needs – Cisco provides the ability to tailor a Customer's call prioritization plan to ensure that the use of high bandwidth video calls do not negatively impact the Customer's network.

- Firmware management of Cisco VTC endpoints – Cisco will be ensure that the firmware of their Cisco VTC endpoints remain up to date. This will include remotely pushing firmware updates to these systems.

Video Services (Optional)

Video Bridging

Expands point-to-point video conferencing to three or more participants. Allows the establishment of dedicated video conference number enabling the bridging of multiple video endpoints.

Legacy H.323 Video Endpoint

Legacy endpoints supporting H.323 only require additional software and configuration to interoperate with the standard SIP service. Please note, this interoperability is limited to compatible devices interoperating the H.323 and SIP protocol, it does not interoperate with Codecs such as H.264 etc.

Survivable Remote Site Telephony (SRST) Services (Optional)

Basic SRST Setup

Engineering and configuration to support SRST-based local call processing in the event of an upstream network failure. Cisco will work with the Customer's IT department to ensure that they are able to correctly install and configure the system. Once Cisco has network access to the system, Cisco will further configure it remotely. Note: Subscriber must have an SRST capable router and the appropriate SRST licenses prior to requesting this service.

SRST Monitoring

Monthly SRST failover check to confirm local call processing is maintained in the event of an upstream network failure. This fee is charged on a per SRST router basis.

Reports

Standard Monthly Reports

- Usage Summary

Engagement Process

Kickoff

Within forty-five (45) days of receipt of the purchase order, Cisco will host a kickoff meeting with the Customer's representatives. This meeting will focus on verifying the scope of the work, and definition of the supported user-base and the desired configurations. The kickoff meeting will go into detail the Activation process.

Activation

Cisco will work with the Customer's representatives to support a smooth transition from the existing communications architecture to the new architecture. During this process, the call management software will be configured for the Customer's requirements, and a pilot set of users will be transitioned to the new architecture to test Service capabilities. During the Activation phase, Cisco and the Customer will collaborate on defining the initial dial plan and the Call Manager configuration.

Transition

During transition, the entire supported user-base will be migrated to the new architecture, and Cisco will start providing the necessary help desk support. This is a combined effort between Cisco and the Customer's existing phone provider, and the Customer is responsible for providing the necessary support to successfully transition the user-base to the new system. Cisco will work with the Customer to plan the transition of their existing user-base to CCaaS with a minimum of user interruption. Transition will include implementing the agreed upon dial plan and Call Manager configuration.

Monitoring and Service Delivery

Post-transition, Cisco will continue to manage the secure communications infrastructure and provide help desk support. At this point, additions or changes to the user set will be supported via a service request process (which may be subject to additional charges). Management includes the monitoring and adjustment of the in-scope infrastructure and collaboration with the Customers IT department on any issues that are outside of Cisco's control but impact Cisco's ability to deliver the service (such as networking). Cisco will provide standardized Information Technology Infrastructure Library (ITIL) services including: Configuration Management, Incident Management, Problem Management, Event Management, Capacity Management, and Availability Management. Customers will be provided a single phone number and email address that will be used to contact the CCaaS Service Desk. Cisco will provide a Service Catalog as a web page, where the Customer can input a Service Request, or order additional optional services.

The Customer is responsible for providing local, onsite network support. The Customer is also responsible for notifying local users and Cisco of any onsite network upgrades, changes, or incidents that impact Cisco service delivery.

Delivery Locations

This service is delivered out of a combination of Cisco's secure data center located in RTP, NC and Customer's premises. For Customers selecting the on-premises option, the remote management of the on-premises call management capabilities will be delivered out of Cisco's Classified Network Services Network Operations Center, located in Research Triangle Park, North Carolina.