



Service Description: Wireless LAN (“WLAN”) Architecture Service

This document describes WLAN Architecture Service.

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.

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Cisco shall provide the WLAN Architecture 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

WLAN Architecture Service provides Customer Requirements Document Development and High Level Network Design Collaboration service modules in support of Cisco’s four (4) Wireless LAN solutions: Secure Mobility, Location-based, Unified Voice, and Guest Access.

WLAN Architecture Service

Under this Service, Cisco shall provide the WLAN Architecture Service during Standard Business Hours, unless stated

- **Customer Requirements Document (“CRD”) Development.**

- Team with the Customer to remotely collect and document Customer’s communicated business requirements to be used by the high level network design. The Customer requirements may include:
 - Wireless features and functionality are required to meet business objective.
 - Review and analyze the existing Network architecture for performance, traffic analysis, Hardware and Software versioning, security and WLAN/legacy Network integration.
- Provide a Customer Requirements Document (“CRD”) that contains Customer requirements, collected data, information, observations, and the results of the high level analysis.
- **High Level Network Design Collaboration.**
- Collaborate with Customer during their high level Network detailed design process. Cisco will assist the Customer to address the following issues as part of the collaboration:
 - Defining the high-level Network architecture and topology.
 - Integration and aggregation points for the WLAN deployment including protocols, security and NMS considerations.
 - WLAN application environment, bandwidth requirements, quality-of-service (QoS) and class of service discussions, guidelines for testing the types of WLAN, configuration recommendations.
 - WLAN radio frequency (RF) deployment scenarios, recommend best practices for: RF ‘footprints’ types of WLAN, configuration recommendations, frequency plans, power and environmental factors.
- Assist the Customer in the creation of the high level Network design

Service Responsibilities of Customer

Customer shall comply with the following obligations:

- Provide a Network topology map, configuration information, and information of new features being implemented as needed.
- Retain overall responsibility for any business process impact and any process change implementations
- Ensure key Customer networking and operational personnel are available to participate in interview sessions as required.
- Unless otherwise agreed to by the parties, Customer shall respond within two (2) business days of Cisco's request for documentation or information needed for the Service.
- Customer acknowledges that Cisco's obligation is to only provide assistance to Customer with respect to the tasks detailed and that such assistance may not result in some or all of the tasks being completed.