



## Important! Preinstallation Information! Read First!

---

### Dear Cisco Customer:

Congratulations on the purchase of your Cisco installation or upgrade package. The Preinstallation Checklist form requests specific information about your installation/upgrade site. To ensure the installation/upgrade is successful and to reduce last-minute complications, confirm that all preinstallation steps have been completed and requirements met by filling out the Preinstallation Checklist on the back of this card. Then fax or e-mail it to Cisco Systems at least five (5) working days in advance of the requested installation date (seven [7] working days for international sites).

Fax: (408) 526-7550

E-mail:

In Australia: [oss-apt-rmt@cisco.com](mailto:oss-apt-rmt@cisco.com)

In California: [oss-sj-rmt@cisco.com](mailto:oss-sj-rmt@cisco.com)

In North Carolina: [oss-rtp-rmt@cisco.com](mailto:oss-rtp-rmt@cisco.com)

In Europe: [oss-euro-rmt@cisco.com](mailto:oss-euro-rmt@cisco.com)



#### Note

---

Please be aware:

- Scheduling is based on the availability of Onsite Service and Support staff (OSS).
  - There is an additional charge for installations completed outside of normal business hours.
- 

#### Cisco Systems Onsite Services and Support (OSS) telephone numbers:

U.S. (toll free) / +1 800 829 2447

APT (toll free) / +1 800 121 531

U.S. / +1 408 526 8750

UK / +44 181 756 8251

### Checklist Instructions

- A Preinstallation Checklist must be completed and sent to Cisco Systems for each system to be installed.
- Every question in this document must be answered before we can start the installation procedure.
- This form must be filled out by the person managing the installation process (for example, the network or project manager), who will be the main contact for the Cisco OSS team.



# Preinstallation Checklist

## Installation Requester Information

Company name	
Main technical contact person Note: This person <i>must</i> be available at the time of the installation.	
Main contact telephone number(s)	
Contact person's e-mail address	
Requested installation date (MM/DD/YYYY)	
Requested installation time (please use local time)	
Customer purchase or sales order number for the installation	

## Installation Site Information

Company name (if different from above)	
Address of installation site (include postal/zip code and country)	
Site contact person Note: This person must be available at the time of installation.	
Site contact telephone number(s)	
Chassis/router model	
Special instructions	

## Preparation Questions

Where is the equipment being installed? (i.e., rack or table?)	
Is the necessary power available?	
Is the WAN circuit installed and connection ready? (i.e., CSU/DSU installed and configured, Frame-Relay active, etc.)	
Is the LAN connection available and ready?	
Is there an analog phone line within 50 feet of the installation location for dial-up access?	
Are the cables of the correct length and presentation for LAN and WAN connectivity?	
Have the relevant TELCO lines been installed and tested?	
If you purchased a different version of Cisco IOS® from the original IOS that comes with the router, what is the version and feature set?	
What verification tests will we be required to carry out, and whom should we contact prior to these tests?	

## Software Configuration Information

Software configuration is your responsibility unless you have purchased Data Configuration Services from Cisco in addition to your Installation Package. You will need to know where to obtain your hardware's initial software configuration information (for example, your IP address).

If you are unsure about this information or need further assistance, contact your sales representative.



### Note

Delays caused by the customer due to incomplete preinstallation preparation, or failure to meet any of the responsibilities specified above, which result in a re-visit by OSS staff, will require the customer to submit additional installation fees prior to scheduling a re-visit.