



Service Description: Advanced Services – Fixed Price

TelePresence Infrastructure Installation: Advanced Media Gateway 3610 (ASF-CEI-G-BV-TPG3)

This document describes Advanced Services Fixed Price: TelePresence Infrastructure Installation: Advanced Media Gateway 3610.

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. 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 for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement"). If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at <http://www.cisco.com/legal/advancedservices.html>. If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: <http://www.cisco.com/legal/advancedservices.html>. For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or 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/.

TelePresence Infrastructure Installation: Advanced Media Gateway 3610

Service Summary

The Cisco TelePresence Infrastructure Installation: Advanced Media Gateway 3610 Service provides installation, configuration and knowledge transfer of the Cisco Advanced Media Gateway 3610 ("Services").

Location of Services

Services are delivered onsite or remotely to the Customer.

Cisco Responsibilities

Installation Coordination

- Initiate the project by conducting project kickoff and managing installation activities.
- Provide a standard project timeline for implementation, addressing personnel and processes required for installation of the Cisco TelePresence Infrastructure ("Installation") and knowledge transfer session.
- Provide the Customer with the Cisco installation documentation to be completed by the Customer.

Installation

- Install the Advanced Media Gateway 3610 in accordance with the release notes and Installation documentation on Cisco.com.
- Install all network interfaces associated with the Advanced Media Gateway.
- Configuration the Advanced Media Gateway including the neighbor zone and creating users.
- Execute testing of the Advanced Media Gateway 3610 to verify that it is operational.

Knowledge Transfer

Provide information on basic installation and configuration up to a maximum of thirty (30) minutes on the topic of the Advanced Media Gateway 3610 including:

- user training on standard usage of the Advanced Media Gateway.
- basic troubleshooting.
- how to check for updates.

Customer Responsibilities

- Provide to Cisco the Customer's design and operational documentation and information that provide a detailed description of Customer's network architecture.
- Ensure functioning OCS and VCS integration with the required minimum software levels as specified by Cisco.
- Prior to commencement of the Installation, Customer must have installed and tested network connectivity to the site of the installation.
- Prior to commencement of the Services, Customer must have completed the necessary inputs to the Cisco Installation documentation.
- Ensure that all relevant participants are available for knowledge transfer session as scheduled by Cisco.

General Assumptions and Other Customer Responsibilities

- Customer is responsible for the Customer's network design, readiness, and any validation thereof.
- Customer is responsible for developing and providing the detailed and/or high level design.
- Customer is responsible for visually inspecting installation components; if any discrepancies are discovered upon Customer's inspection, Customer must immediately notify Cisco of any discrepancies or other issues related to the installation components.
- Customer expressly acknowledges and agrees that once delivery of Services has commenced, cancellation of Services either during or after completion without the express written consent of Cisco is prohibited.

- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Customer is responsible for identifying Customer's personnel and defining their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Customer shall ensure personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understand and agree that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.