



## Service Description: Advanced Services – Fixed Price Cisco WebEx Video On Demand Streaming (ASF-WBX-G-UC-LSOD)

This document describes Advanced Services Fixed Price: **Cisco WebEx Video On Demand Streaming Service**

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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.

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### Cisco WebEx Video On Demand Streaming Service

#### Service Summary

On-Demand Video Streaming Service provides the Customer with the project coordination and technology to host on-demand video recordings with registration reporting.

#### On-Demand Base Package

- Up to sixty (60) minute webcast
- Unlimited on-demand viewers (3,000 max concurrent)
- Host recording on streaming server for up six (6) months
- Custom branded webcast player (1 colour + 1 logo)
- One (1) PowerPoint with slide transition timing built in (customer provided)
- One (1) edited video file (customer provided; wmv, RM, AVI or MPEG; 300 kbps)
- CD-ROM of webcast

#### Additional Purchasable Service Options:

SKU	Service Options
ASF-WBX-G-UC-ADDH	6 Month Additional Hosting
ASF-WBX-G-UC-ADDB	Additional Broadcast hour (increments of 60 minutes)
ASF-WBX-G-UC-MOB	Mobile Device Delivery

#### Location of Services

Services are delivered remotely.

### Project Coordination and General Responsibilities

#### Cisco Responsibilities

- Designate a single point of contact ("Cisco Contact") for the services defined herein
- Provide project coordination to deliver the applicable Services as described herein.
- Provide a Project Schedule outlining the planned events, showing resource, timescales and all deliverables.

- Cisco Contact will facilitate project team meetings and provide project status updates weekly or as otherwise agreed with Customer Contact.
- Cisco will use Collaboration Tools (such as WebEx Meeting Center) for the pre-webcast meetings.
- Comply with Customer's security regulations in their activities at Customer's sites or in connection with Customer's systems (if applicable). Unless otherwise agreed to by both parties, Cisco's personnel (including its subcontractors) will observe the working hours, working rules, and holiday schedules of Customer while working on Customer's premises.
- Provide Completion Certificate to the Customer to be reviewed and executed by the "Customer Contact" or designated representative, upon completion of the services defined herein.

### Customer Responsibilities

- Designate a single point of contact ("Customer Contact") who shall be accountable for providing necessary information, disseminate all Cisco communication and shall interface as required with other organizations. This person has the authority to act on all aspects of the service being performed including reviewing and signing the Completion Certificate.
- Designate a back up contact when Customer Contact is not available. This person has the authority to act on all aspects of the services in the absence of the primary contact.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Ensure Customer's 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.
- Unless otherwise agreed by the parties, ensure that Cisco's request for information or documentation needed for the Services is provided within three (3) business day of Cisco's request.

- Customer acknowledges that completion of Services is dependent upon Customer meeting its responsibilities as identified herein. C

- Customer is responsible for determination of its requirements, and Customer shall retain overall responsibility for any business process impact and any process change implementations. C

- Ensure key Customer personnel are available to participate during the course of the Service (to provide information and to participate in review sessions as necessary). E

- Provide Cisco with reasonable access to its personnel, systems, resources and facilities to the P

extent required by Cisco for the performance of the Services specified in the Service.

- If on site work is required, Customer agrees to make available, at no charge to Cisco, office space and access to office equipment (such as phone, internet access, copiers, modems and fax machines) and relevant technical data, computer systems, programs, files, documentation, test data, sample output, or other information and resources reasonably required by Cisco for the performance of the Services.
- Customer agrees to provide a safe and secure location for all equipment provided by Cisco during the course of the provision of the services.
- Unless otherwise agreed to by the parties, Customer shall respond within two (2) Business Days of Cisco's request for any other documentation or information needed to provide the Service.
- Complete actions required and notified by Cisco to Customer for the purpose of the project items in a timely manner.

### Kick-Off Meeting

### Cisco Responsibilities

- Schedule a one (1) hour online kickoff meeting with Customer, via WebEx Meeting Center, send Pre-Event Document to Customer, and provide Customer with instructions on how to join. This meeting is intended to initiate the project, review project scope, introduce the project team and commence project planning and will include the following:
  - Review project schedule with Customer.
  - Review configuration with Customer and provide recommendations if system requirements are not met.
  - Review network specifications with Customer.
  - Develop initial webcast/registration page based on receipt of Customer's company logo, webcast and registration information.

### Customer Responsibilities

- Complete the Pre-event Document and return to Cisco no later than one (1) day before the Kick-Off Meeting date.
- Provide Cisco with Customer's company logo, webcast and registration information as requested in the Pre-event Document.
- Ensure appropriate people resources are available to participate in the Kick-Off Meeting (including technical resources to address bandwidth and connection requirements).
- Review project schedule with Cisco.
- Review configuration with Cisco to ensure system requirements are met.

- Review network specifications with Cisco.

### Planning Meeting

#### Cisco Responsibilities

- Prior to the planning meeting Project Manager will build On-Demand presentation utilizing the PowerPoint deck, slide timing sheet and video file provided by Customer.
- Conduct planning meeting with Customer. Planning Meeting is conducted in order to track the progress of the webcast planning, finalize planning details, and document in the project management plan.
- Provide Customer with an overview of the features available for use in the Cisco WebEx On-Demand webcast player if required.
- Review presentation with Customer and provide any final edits based on Customer feedback for final approval prior to launch of the presentation.

#### Customer Responsibilities

- Prior to the planning meeting provide Cisco with one (1) PowerPoint deck, one (1) slide transition timing sheet, and one (1) edited video file (wmv, RM, AVI or MPEG file type) to be used for the final presentation (must be provided forty eight (48) hours prior to desired launch date).
- Participate in Planning Meeting with Cisco.
- Review Project Plan with Cisco for accuracy.
- Review presentation with Cisco for final approval prior to launch of the presentation.
- Cisco to provide any final edits based on Customer feedback.

### Webcast Services

#### Cisco Responsibilities

- Host On-Demand presentation on streaming server and monitor playback to ensure playback is working.
- Provide Customer with online access link to On-Demand presentation.
- Conduct post webcast review meeting with Customer and provide Attendee Report.
- Deliver a CD-ROM of webcast recording delivered within ten (10) business days upon hosting of the presentation on the streaming server.

#### Customer Responsibilities

- Provide Cisco with content and dedicated broadband internet access to the computer for the live webcast to the extent reasonably required to by Cisco for the performance of the Services specified herein.
- Customer shall be responsible for responding to queries related to the content presented during the webcast session
- Attend the post webcast review meeting

### 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.