



Service Description: Advanced Services – Fixed Price

TelePresence Infrastructure Installation: ISDN Gateway Appliance (ASF-CEI-G-BV-TPG2)

This document describes Advanced Services Fixed Price: TelePresence Infrastructure Installation: ISDN Gateway Appliance.

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.

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TelePresence Infrastructure Installation: ISDN Gateway Appliance

Service Summary

The Cisco TelePresence Infrastructure Installation: ISDN Gateway Appliance Service provides installation, configuration and knowledge transfer of the Cisco Gateway Appliance ("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 ISDN Gateway Appliance in accordance with the release notes and Installation documentation on Cisco.com.
- Install the H.323 services and register with the Gatekeeper.
- Install and verify IVR services, TCS4 services and DID services (if applicable).
- Execute testing of the ISDN Gateway Appliance to verify that it is operational.

Knowledge Transfer

- Provide information up to a maximum of thirty (30) minutes on the topic of basic installation and configuration of the ISDN Gateway Appliance including:
 - how to install H.323 services and registration with the Gatekeeper.
 - how to design and develop IVR and TCS4 services.
 - how to design DID service, if applicable. This includes instruction on significant digits; how

E.164 aliases need to be structured and how dial-in works with DID dialing.

- how to operate video equipment and how it interacts with Gateway

Customer Responsibilities

- Provide to Cisco the Customer's design and operational documentation and information that provide a detailed description of Customer's network architecture.
- Provide the location for the installation and the applicable network for the ISDN Gateway Appliance installation.
- Prior to the commencement of 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.
- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon

information provided to Cisco by Customer at the time of the Services.

- 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 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.
- 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

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