



Service Description: Advanced Services – Fixed Price

TelePresence Infrastructure Installation: Cisco TelePresence Jabber (ASF-CEI-G-BV-TMS4)

This document describes Advanced Services Fixed Price: TelePresence Infrastructure Installation: Cisco TelePresence Jabber.

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: Cisco TelePresence Jabber

Service Summary

The Cisco TelePresence Infrastructure Installation: Cisco TelePresence Jabber Service provides the installation, configuration and knowledge transfer of Cisco TelePresence Jabber ("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

- Assign IP address and install on Customer network.
- Provide installation of option key, if necessary.
- Provide configuration of the following:
 - SIP server and DNS name within the administrative configuration;
 - administrative username and password;
 - user account name (and display how to modify, if desired).
- If necessary, modify default bandwidths for the Cisco TelePresence Jabber client.
- If loaded into TMS, provide configuration of corporate directory information.
- Register any endpoints to Cisco TelePresence Jabber (if used in conjunction with an MPS).
- Provide loading of Cisco TelePresence Jabber client for up to ten (10) PCs.
- Perform test calls to/from ten (10) Cisco TelePresence Jabber clients.

Knowledge Transfer

- Provide information on basic installation and configuration up to a maximum of thirty (30) minutes on the topic of Cisco TelePresence Jabber including:
 - how to review settings, dial plans and features;
 - how to perform changes and software upgrades.

Customer Responsibilities

- Provide Cisco the Customer's design and operational documentation and information that contain a detailed description of Customer's network architecture.
- Provide the location for the installation and any applicable network interface(s) for the Cisco TelePresence Jabber installation.
- Prior to commencement of the Services, Customer must have installed and tested the network connectivity and confirm to Cisco that the network is ready for installation.
- Prior to commencement of the installation, Customer must have completed the required inputs to the Cisco-provided 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 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.
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