Service Description: Advanced Services – Fixed Price

Network Path Assessment Services: Multi-Purpose Endpoints

(ASF-CEI-G-BV-NPAM)

This document describes Advanced Services Fixed Price: Network Path Assessment Services: Multi-Purpose End points.

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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<th>Network Assessment for Coordinated Endpoint Services</th>
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Service Summary

Cisco shall provide Network Assessment for Coordinated Endpoint services (“Services”).

Location of Services

Services are delivered onsite or remotely to the Customer.

Network Path Assessment: Hardware and software compliance (codec to Wan CE Router)

Assess hardware and software compliance with Cisco leading practices.

Cisco Responsibilities

- 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.
- Review each hardware network element (router, switch, line card) and associated firmware in the primary TelePresence path (only for Immersive and Multi-Purpose endpoints) for suitability for the given TelePresence endpoints.
- Identify gaps between the current state and the desired best-practice standards.
- Recommend changes, as appropriate, allowing Customer to remedy the required deficiency.
- Review Distribution Layer infrastructure (for Desktop Endpoints) and provide policy level guidelines/recommendations.
- Providing a TelePresence Endpoint Hardware and Software Compliance Report.
- Reviewing with Customer the TelePresence Endpoint Hardware and Software Compliance Report for comment and approval before formally completed and released.
**Customer Responsibilities**

- Provide Cisco with access to the existing network devices in the identified network path(s).
- Provide Cisco with a security exemption to utilize any Cisco or third-party software on their network for the use of data inventory gathering and link performance load information.
- Review with Cisco the TelePresence Endpoint Hardware and Software Compliance Report, providing comments and approval before it is formally completed and released.

**Deliverable**

TelePresence Endpoint Hardware and Software Compliance Report.

**Network Path Assessment: Quality of Service (QoS) Review**

Assess QoS policy compliance with Cisco leading practices.

**Cisco Responsibilities**

- Review Customer’s existing QoS policies for compliance and consistent application to TelePresence leading practices.
- Provide specific guidelines for marking TelePresence traffic.
- Providing a TelePresence Endpoint QOS Compliance Report
- Reviewing with Customer the TelePresence Endpoint QOS Compliance Report for comment and approval before formally completed and released

**Customer Responsibilities**

- Designate representative network infrastructure administrative staff to assist in determining network path candidate(s) for video link(s), and make such employees and representatives available as and when required by Cisco.
- Provide Cisco with access to the existing network devices in the identified network path(s).
- Define and implement detailed QoS configurations appropriate for the video solution along the identified network paths.

**Deliverable**

TelePresence Endpoint QoS Compliance Report

**Network Path Assessment: Security Review**

Assess security policy compliance with Cisco leading practices.

**Cisco Responsibilities**

- Review Customer’s existing security policies for compliance to TelePresence best practices
- Provide specific recommendations for security policy improvement
- Reviewing with Customer the TelePresence Security Policy Report for comment and approval before formally completed and released

**Customer Responsibilities**

- Provide Cisco with network documentation, including architecture, topology diagrams, current network usage requirements, and security policy for review.
- Review with Cisco the TelePresence Security Policy Report, providing comments and approval before it is formally completed and released.

**Deliverable**

TelePresence Security Policy Report

**Network Path Assessment: WAN QoS**

Assess the QoS configuration of the WAN CE router.

**Cisco Responsibilities**

- Review WAN CE router for TelePresence traffic egress and ingress class of service markings.
- Recommend specific changes, if any, to meet TelePresence leading practices.
- Review and provide recommendations which may include "Policing and Traffic Shaping", if applicable.
- Providing a TelePresence WAN QOS Compliance Report.
- Reviewing with Customer the TelePresence WAN QOS Compliance Report for comment and approval before formally completed and released

**Customer Responsibilities**

- Provide Cisco with access to the existing network devices in the identified network path(s).
- Provide Cisco with a security exemption to utilize any Cisco or third-party software on their network for the use of data inventory gathering and link performance load information.
- Review with Cisco the TelePresence Endpoint Hardware and Software Compliance Report, providing comments and approval before it is formally completed and released.

**Deliverable**

TelePresence Endpoint QoS Compliance Report
- Review with Cisco the TelePresence WAN QOS Compliance Report, providing comments and approval before it is formally completed and released.

**Deliverable**

TelePresence WAN QOS Compliance Report

**Network Path Assessment: Network Troubleshooting Support**

Provide general network troubleshooting support to assist the Customer with network connection issues impacting the TelePresence video endpoint implementation.

**Cisco Responsibilities**

- In the event of a failed Acceptance Test Plan as part of the Coordinated Endpoint Implementation service, Cisco will assist Customer on troubleshooting any network issues on the TelePresence traffic path.
- Assist Customer with opening a Services Request. Troubleshooting support services shall be completed upon escalation of the network issue to the Cisco TAC

**Customer Responsibilities**

- Provide Cisco with access to the existing network devices in the identified network path(s).
- Provide Cisco with a security exemption to utilize any Cisco or third-party software on their network for the use of data inventory gathering and link performance load information.
- Customer acknowledges that upon opening a Services Request with Cisco TAC, the Network Troubleshooting Support services are completed. It is Customer’s responsibility to work with Cisco TAC to find resolution and expressly acknowledge and agree that the Services herein are completed.

**General Assumptions and Other Customer Responsibilities**

- 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 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 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 is responsible for developing and providing the detailed and/or high level design.
- Customer is responsible for the Customer’s network design, readiness, and any validation thereof.
- 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.
- Provide access to Customer site(s) and facilities including, where applicable, computer equipment, telecom equipment, facilities and workspace. Customer shall provide proper security clearances and/or escorts as required to access Customer site and if necessary beyond normal business hours.
- Customer expressly understands and agrees 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.