



## Service Description: Advanced Services – Fixed Price

### TelePresence Infrastructure Installation: TMS Appliance – BASE (ASF-CEI-G-BV-TMS1)

This document describes Advanced Services Fixed Price: TelePresence Infrastructure Installation: TMS Appliance – BASE.

**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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#### TelePresence Infrastructure Installation: TMS Appliance – BASE

##### Service Summary

The Cisco TelePresence Infrastructure Installation: TMS Appliance – Base Service provides installation, configuration and knowledge transfer of the Cisco TelePresence Management Suite Server ("Services").

##### Location of Services

Services are delivered onsite or remotely to 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 and configure TMS Appliance BASE in accordance with the release notes and installation documentation on Cisco.com
- Configure server to authenticate users for TMS.
- Configure all administrative functionality, including default permissions for all users to be added into TMS.
- Add up to ten (10) endpoints and configure these endpoints within TMS.
- Develop folder structure and organization structure
- Configure all endpoints to work in conjunction with TMS (e.g. configure the SNMP trap host).
- Execute testing of the TMS Software – BASE 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 TMS software including:

- how to book calls with TMS;
- how to monitor calls with TMS;
- overview of reporting available within TMS;
- overview of system management within TMS;
- overview of administration of the TMS application.

### **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 hardware for the installation, including a server that meets the minimum requirements for TMS as specified by Cisco.
- Ensure the server is a new and stand-alone device for the TMS Installation. Provide Cisco with room access, configuration information and any remote assistance, as requested.
- 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.
- 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 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.
- 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.

### **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.