



Service Description: Advanced Services – Fixed Price

TelePresence Infrastructure Installation: Cisco VCS Expressway or Control Base (ASF-CEI-G-BV-VCS1)

This document describes Advanced Services Fixed Price: TelePresence Infrastructure Installation: Cisco VCS Expressway or Control Base.

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 VCS Expressway or Control Base

Service Summary

The Cisco TelePresence Infrastructure Installation: Cisco VCS Expressway or Control Base provides installation, configuration and knowledge transfer of the Cisco VCS Expressway or Control Base ("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 the Cisco VCS Expressway OR Control Base in accordance with the release notes and installation documentation on Cisco.com.
- Provide installation and configuration of LAN interface.
- Provide installation and configuration of any optional services required of the VCS.
- Execute testing of the VCS 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 VCS including:
 - status drop down menus (Registration, Calls, Alarms, Logs);
 - where system changes are made;
 - maintenance drop-down menus (Upgrade, Option Keys, Login Accounts, and Restart).

Customer Responsibilities

- Provide to 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) required for the installation of the VCS .
- Provide dial plan to Cisco for calls between end points and other devices
- Open any firewall ports and make changes to security settings to enable full VCS functionality.
- Ensure the install location is ready for the VCS installation and provide Cisco access to the facility.
- Prior to commencement of the Services, Customer must have installed and tested network connectivity to the site of the 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.
- 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 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.