



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services Borderless Networks Guidance Service - Standard (ASF-CPSI-BNGS)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Borderless Networks Guidance Service - Standard under the Collaborative Professional Services Program ("Program").

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.

Direct Sale from Cisco to Authorized Channel. If you have purchased these Services directly from Cisco, this document is incorporated into your Collaborative Professional Services Agreement ("Agreement"), Collaborative Professional Services – General Service Terms under the Cisco Services Partner Program, a services exhibit that addresses transaction advanced services ("AS-T") or an equivalent agreement executed between you and Cisco which authorizes your participation in the Program. In the event of a conflict between this Service Description and your Agreement or equivalent services exhibit or agreement, this Service Description shall govern. For purposes of an AS-T exhibit executed between Cisco and Authorized Channel, this Service Description shall be deemed as a Statement of Work ("SOW").

Cisco Collaborative Professional Services Borderless Networks Guidance Service - Standard

Service Summary

The Cisco Collaborative Professional Services ("CPS") Borderless Networks (BN) Guidance Service - Standard provides remote review assistance (the "Services") to Authorized Channel for the deployment of End User's Borderless Networks solution. This includes guiding the Authorized Channel in developing one Design Document and reviewing the document once it's developed by the Authorized Channel.

Services cover one of the following End User's BN technology areas:

- Routing and Switching
- Wireless
- Security

Once Authorized Channel selects the technology bundle, the bundle cannot be changed or swapped by Authorized Channel at any time during the duration of Services.

Location of Services

Services are delivered remotely to Authorized Channel.

Design Review

The Detailed Design Review focuses on review of the design developed by the Authorized Channel of the End User's borderless network architecture. It includes the analysis of the End User prerequisite information provided by Authorized Channel; and provides any recommended changes for the Authorized Channel's BN design that will consider the End User network future growth requirements and Cisco leading practices.

Cisco Responsibilities

- Provide the BN Detailed Design Pre-requisite questionnaire template which specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco to review the design provided by the Authorized Channel.
- Conduct telephone interviews with designated Authorized Channel covering the design of the BN.
- Summarize and help the Authorized Channel to validate the End User's detailed design requirements. The Design Review may include review of the Authorized Channel developed BN design including device placement, physical and logical connectivity, as well as network management and device hardening parameters based on Cisco leading practices and sample configuration.
- Participate in up to three (3), two (2) hour, remote review session(s) over a period of up to two (2) consecutive weeks to review with the Authorized Channel, the recommended changes to the proposed borderless network design. The review sessions shall commence within two (2) weeks following receipt by Cisco of the design document from the Authorized Channel. Completion of the remote review session signifies completion of the Design Review service.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the Detailed Design Pre-requisite

questionnaire Template to include End User network information within ten (10) Business Days following receipt of the Pre-requisite Template from Cisco including but not limited to the following : (i) End User's network design objectives; (ii) End User's security requirements; (iii) network performance and resiliency requirements; (iv) future growth requirements; (v) network build out time frames; (vi) Security policy, and features already deployed in the End User's current network; (vii) documentation that defines the current network topology, including access, distribution, and core layers, types of switches and routers in each layer, IP addressing and sub-netting for each layer, and features/services that have been enabled on the network; (viii) Data networking configurations, core routing protocols, LAN/WAN connectivity, quality of service (QoS) and Access Control Lists (ACL); (ix) complete IP addressing and VLAN details with respect to BN network; (x) Information about placement of devices.

- Attend the remote review session(s) in order to review the recommended changes to the Authorized Channel's detailed design.

General Authorized Channel Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Authorized Channel is assumed to be up-to-date and valid for the End User's current environment. Services are based upon information provided to Cisco by Authorized Channel at the time of the Services.
- Authorized Channel acknowledges that the completion of Services is dependent upon them meeting its responsibilities as indicated herein.
- Identify Authorized Channel's personnel and define 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.
- Ensure Authorized Channel'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.
- Authorized Channel explicitly understands and agrees that the Services shall take place and complete within thirty (30) calendar days from the date of commencement of service after Purchase Order to Cisco is accepted and processed for the Services herein.

License of Deliverables

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Limitation

AUTHORIZED CHANNEL EXPRESSLY ACKNOWLEDGES AND AGREES THAT IT IS SOLELY RESPONSIBLE FOR THE DETERMINATION AND IMPLEMENTATION OF THEIR END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS. CISCO SHALL NOT BE RESPONSIBLE FOR THE FAILURE OF CISCO'S COLLABORATIVE PROFESSIONAL SERVICES, DELIVERABLES, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS.

Representation of Cisco Brand

Authorized Channel agrees to comply with the Collaborative Services Branding guidelines located under "Resources" at <http://www.cisco.com/web/partners/services/programs/collaborative/index.html>, which is incorporated herein by reference.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the milestones.

Completion of Services

Cisco will provide written notification upon completion of the Services to Authorized Channel. The Authorized Channel shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Authorized Channel'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 Authorized Channel's acceptance of completion of the Services in accordance with this Service Description.