



## Service Description: Advanced Services – Fixed Price

### Collaborative Professional Services - TelePresence Planning and Design Development Service (ASF-CPSP-TPD)

This document describes Advanced Services Fixed Price: TelePresence Planning and Design Development Service available under the Collaborative Professional Services Program ("Program").

**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 shall provide a Quote for Services ("Quote") setting out the appropriate fee that shall be paid by Authorized Channel for the Services selected. Cisco shall provide the TelePresence – Planning and Design Development Service described below as detailed on Purchase Order that references the purchaser's email address, Deal ID, Services Part No and Service Fee as defined in the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

#### TelePresence Planning and Design Development Service

##### Service Summary

The Collaborative Professional Services ("CPS") TelePresence ("TP") Planning and Design Development Services provide remote planning and design assistance (the "Services") to Authorized Channel for the deployment of End User's TelePresence which includes High Level Design Development, Detail Design Development, Network Implementation Plan Development, and System Acceptance Test Plan Development.

##### Location of Services

Services are delivered remotely to Authorized Channel.

#### High Level Design Development

Analyze the prerequisite End User's information provided by Authorized Channel in order to develop a High Level Design (HLD) that will consider the End User's network future growth requirements and Cisco TP leading practices.

#### Cisco Responsibilities

- Work with Authorized Channel to understand End User's TelePresence environment and achieve a common understanding of End User's requirements.
- Provide the High Level Design (HLD) Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Create and provide the High Level Design (HLD) which shall be limited to the following: a) technology components that are included in the TelePresence Planning and Design Development service and b) provide an architectural depiction of the technology components and their integration into the End User's existing network.
- Review with Authorized Channel the High Level Design for comment and approval before it is formally completed and released.

#### Authorized Channel Responsibilities

- Complete and provide the Pre-requisite template information and documentation for the high level design within ten (10) Business Days of receipt from Cisco.
- Designate key Authorized Channel contacts including network architects and personnel who shall be available for ongoing information gathering and feedback during the Services.
- Communicate TelePresence physical conference room requirements to determine optimal facilities location for the TelePresence system.
- Review with Cisco the High Level Design, providing comment and approval before it is formally completed and released.

## Detailed Design Development

An implementation-ready detailed design for TelePresence will be developed. The Detailed Design does not include configurations for any third party applications.

### **Cisco Responsibilities**

- Conduct telephone interviews with designated Authorized Channel covering the TelePresence Detailed Design.
- Create and provide the Detailed Design document which may include the following: a). TelePresence system infrastructure, including: i). Internetwork Protocol (IP) addressing, ii). Local area network/wide area network (LAN/WAN) configuration to accommodate TelePresence video, audio and signaling traffic, iii). Quality of Service (QoS) configuration with policing for LAN/WAN, iv). Network services such as Dynamic Host Configuration Protocol/Domain Name Services/Trivial File Transfer Protocol/Network Address Translation (DHCP/DNS/TFTP/NAT) related to the TelePresence system component requirements, v). Power, network and physical environment requirements, and vi). Service Provider integration; and b). TelePresence system component characteristics, including: i). Call Manager Server, ii). call admission control (CAC), iii). directory integration or directory access—Active Directory, iv). dial plan architecture, v). TelePresence scheduler integration, vi). security requirement(s), and vii). integration with existing H.323 video-conferencing system.
- Review with Authorized Channel the Detailed Design for comment and approval before it is formally completed and released.

### **Authorized Channel Responsibilities**

- Ensure that Authorized Channel key networking personnel are available to participate in telephone interview sessions as required to enable Cisco to understand End User's business and technical requirements for the network.
- Complete and provide the Detailed Design Pre-requisite template information and documentation for the detailed design within ten (10) Business Days of receipt from Cisco.
- Review with Cisco the Detailed Design, providing comment and approval before it is formally completed and released.

## Network Implementation Plan Development

A network implementation plan (NIP) that identifies the processes and the Cisco Product necessary to implement and operate the TelePresence system will be developed. The NIP is a guide for the Authorized Channel's implementation engineer to follow. It contains node and site specific installation requirement information and records the basic tests and actions for implementation. It also provides references to product documentation, such as administration guides and technical notes.

### **Cisco Responsibilities**

- Provide the NIP Pre-requisite Template to Authorized Channel which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Provide remote review session(s) to review the Detailed Design with the Authorized Channel with emphasis on the order of the site-specific implementation process within End User's network and to determine the following: a). core/infrastructure implementation requirements; b). QoS requirements on site-to-site link(s) for TelePresence; c). CallManager dial plan requirements; and d). directory integration requirements.
- Develop and provide a NIP, containing sequenced and detailed order of events for the TelePresence implementation, upon review of Authorized Channel-provided documentation which may include: a). TelePresence facilities qualification; b). TelePresence Network path qualification; c). detail design for TelePresence; d). site specific contacts, locations and special considerations; e). site specific installation requirements; and f). site specific information from bill of materials (BOM) and delivery of equipment for staging and/or installation.
- Review with Authorized Channel the Network Implementation Plan for comment and approval before it is formally completed and released.

### **Authorized Channel Responsibilities**

- Complete and provide the NIP Pre-requisite template information and documentation within ten (10) Business Days of receipt from Cisco.
- Provide and verify interface specifications and requirements within ten (10) Business Days of request from Cisco. For example, cabling standards and specifications for interconnect of Cisco Product and End User equipment.
- Provide information on distance and interference limitations of interface cables to be used at installation within ten (10) Business Days of request from Cisco.
- Provide Cisco with the test plan and interconnect process required by any third parties including but not limited to in country carrier/telco within ten (10) Business Days of request from Cisco.
- Provide within ten (10) Business Days of request from Cisco, required documentation which may include the following: a). site specific implementation requirements and b). site specific information from BOM.
- Review with Cisco the Network Implementation Plan, providing comment and approval before it is formally completed and released.

### **Systems Acceptance Test Plan Development**

The system acceptance test (SAT) plan should be used following completion of implementation to verify that the TP system as designed meets system requirements.

### Cisco Responsibilities

- Provide a System Acceptance Test Plan Pre-requisite template.
- Create the System Acceptance Test Plan document. The SAT Plan document defines and records the specific set of procedures and/or tests developed by Cisco and agreed to by the Authorized Channel that are necessary to test the Cisco product and to declare that it is ready for use. The SAT Plan may include testing of the following: a). lighting; b). positions of camera(s), display(s), microphone(s) and speaker(s); c). functionality of camera(s), display(s), microphone(s) and speaker(s); d). identification of the TelePresence network path and infrastructure requirements for testing; e). TelePresence directory and scheduler integration; f). TelePresence dial plan; and g). TelePresence video call scheduling, initiation and termination.
- Review with Authorized Channel the System Acceptance Test Plan for comment and approval before it is formally completed and released.

### Authorized Channel Responsibilities

- Complete and provide the Pre-requisite template information and documentation for the System Acceptance Test plan within ten (10) Business Days of receipt from Cisco.
- Agree on the specific set of procedures and/or tests in the SAT Plan document developed by Cisco.
- Ensure that all the network, telecom and operations teams are represented in development of test plans and co-ordinate for all meetings.
- Ensure participation of the Authorized Channel lab manager in scheduled review and interview sessions.
- Review with Cisco the System Acceptance Test Plan, providing comment and approval before it is formally completed and released.
- Provide within ten (10) Business Days of request from Cisco, required documentation which may include the following: a) site specific implementation requirements and b) site specific information from BOM.
- Review with Cisco the System Acceptance Test Plan, providing comment and approval before it is formally completed and released.

### General Authorized Channel Responsibilities

- Authorized Channel shall ensure that, End User understands and agrees i.) that Authorized Channel is providing its own proprietary services together with the Cisco Services herein; and ii) that in connection with Authorized Channel's performance of its own proprietary services, Authorized Channel must provide to Cisco certain End User information, documents and/or other technical data as required for Cisco's subsequent use in connection with Cisco Services.

- 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. Cisco deliverables are based upon information provided to Cisco by Authorized Channel at the time of the Services.
- Authorized Channel acknowledges that the completion of Service is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- 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.
- Services provided by Cisco comprise technical advice, assistance and guidance only. Authorized Channel expressly acknowledges and agrees that its solely responsible for the implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. The information contained in the documentation deliverables are based on the information provided by the Authorized Channel to Cisco, and Authorized Channel shall remain responsible for the accuracy or completeness of the information during the provision of the Services described herein and for the final determination of End User's network design, architecture, implementation, business or other requirements.

### License of Deliverables

- Cisco grants to Authorized Channel a limited, revocable, non-exclusive, non-transferable license (a) to use, display, reproduce, modify, and distribute Deliverables; and (b) create, use, reproduce, and distribute derivative works of the Deliverables. The license herein is granted solely for Authorized Channel's support of End Users during the term of the agreement between Cisco and Authorized Channel and solely for use with Cisco products. Authorized Channel may not sublicense, to any persons or entity, any rights to reproduce or distribute the Deliverables. Cisco also may terminate this license upon written or oral notice to Authorized Channel, with or without prior notice.

### 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.

### **Invoicing**

Services will be invoiced upon completion of the Services.

### **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.

### **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**