



## Service Description: Advanced Services – Fixed Price

### Cisco Collaborative Professional Services - TelePresence Guidance Service (ASF-CPSP-TPG)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services TelePresence Guidance 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 Guidance 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.

#### Cisco Collaborative Professional Services TelePresence Guidance Service

#### Service Summary

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

#### Location of Services

Services are delivered remotely to Authorized Channel.

#### High Level Design Review

Review the Authorized Channel's high level design including analysis of the prerequisite End User information provided by Authorized Channel in order to consider the End User's network future growth requirements and Cisco TelePresence 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 Pre-requisite 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.
- Summarize and help the Authorized Channel to validate the End User's high level design requirements using the following inputs:
  - Comparing of the physical characteristics of designated End User facilities with Cisco certification requirements for TelePresence.
  - Review of the Authorized Channel's qualification assessment and identifying any gaps between the End User facilities' physical characteristics and certification requirements for TelePresence. Cisco and Authorized Channel will analyze the risk(s) identified in the Authorized Channel's qualification assessment to determine if a gap can be removed by remediation. Cisco and Authorized Channel will review and discuss alternatives, and Cisco will advise Authorized Channel of implications for each alternative.
  - Review with the Authorized Channel the bill of materials (BOM) and provide any recommendations to update the high level design.
- 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 Authorized Channel recommended changes to the Authorized Channel's high level design. The review sessions shall commence within two (2) weeks

following receipt by Cisco of the High Level Design Pre-requisite Template. Completion of the remote review sessions signifies completion of the High Level Design Review service.

#### **Authorized Channel Responsibilities**

- Complete and provide the High Level Design Pre-requisite Template information and documentation for the high level design ten (10) Business Days following receipt of the High Level Design Pre-requisite Template.
- Provide a qualification assessment for the End User's designated facility location(s).
- Provide completed high level design documentation and/or related information to Cisco ten (10) Business Days following commencement of the Services.
- Attend the remote review session(s) in order to review with Cisco the recommended changes to the Authorized Channel's high level design.

#### **Detail Design Review**

Review of the Authorized Channel's detailed design for the TelePresence.

#### **Cisco Responsibilities**

- Provide the Detailed Design Pre-requisite 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.
- Summarize and help the Authorized Channel to validate the End User's detailed design requirements using the following inputs:
  - Telephone interviews with designated Authorized Channel key personnel covering the TelePresence detailed design, including understanding of End User's business and technical requirements for TelePresence.
  - Review of the Authorized Channel's Detailed Design document which may include the following:
    - TelePresence system infrastructure and communication services:
      - Internet Protocol (IP) addressing;
      - local area network/wide area network (LAN/WAN) configuration to accommodate TelePresence video, audio and signaling traffic;
      - Quality of Service (QoS) configuration
      - network services such as Dynamic Host Configuration Protocol/Domain Name Services/Trivial File Transfer Protocol/Network Address Translation (DHCP/DNS/TFTP/NAT) related to TelePresence system component requirements;
      - power, network and physical environment requirements;
      - Service Provider integration.

- TelePresence system component characteristics:
  - Call Manager server;
  - call admission control (CAC);
  - directory integration or directory access—Active Directory;
  - dial plan architecture;
  - TelePresence Scheduler integration;
  - security requirement;
  - integration with existing H.323 video-conferencing system.

- 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 Authorized Channel recommended changes to the Authorized Channel's detailed design. The review sessions shall commence within two (2) weeks following receipt by Cisco of the Detailed Design Pre-requisite Template. Completion of the remote review sessions signifies completion of the Detailed Design Review service.

#### **Authorized Channel Responsibilities**

- Provide all information as requested by Cisco to be documented in the Detailed Design Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide completed detailed design documentation and/or related information to Cisco ten (10) Business Days following commencement of the Services.
- Attend the remote review session(s) in order to review with Cisco the recommended changes to the Authorized Channel's detailed design.

#### **Network Implementation Plan Review**

Review of the Authorized Channel's network implementation plan ("NIP") will be provided, which may include providing recommendations (if any) considering End User's network future growth requirements and Cisco leading practices.

#### **Cisco Responsibilities**

- Provide the NIP Pre-requisite 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.
- Summarize and help the Authorized Channel to validate the End User's NIP requirements using the following inputs:
- Review of the Authorized Channel's Pre-requisite Template information and documentation to include:
  - TelePresence facilities qualification;
  - TelePresence Network path qualification;
  - detail design for TelePresence;
  - site specific installation requirements;

- Review of the Authorized Channel's detail design with emphasis on the order of the site-specific implementation process within End User's network to include:
  - core/infrastructure implementation requirements;
  - QoS requirements on site-to-site link(s) for TelePresence;
  - CallManager dial plan requirements;
  - directory integration requirements;
  - TelePresence scheduling integration requirements.
- Review of the Authorized Channel's detail design with emphasis on the site-specific implementation process within a End User multipoint implementation strategies, Cisco Unified Communications Manager dial plan requirements for multipoint solutions, and multipoint interoperability requirements with H323 endpoints as applicable.
- Review of staging and installation planning at each End User designated facility(ies) for TelePresence
- Review of the Authorized Channel's network implementation plan, verifying the sequenced and detailed order of events for the TelePresence implementation.
- Review of the parameters that will be used to assess implementation-readiness at each site
- Review of documentation developed by Authorized Channel for End User's TelePresence system, including:
  - End User requirements document;
  - TelePresence facilities qualification;
  - TelePresence Network path qualification;
  - detailed design for TelePresence.
- 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 Authorized Channel recommended changes to the Authorized Channel's NIP. The review sessions shall commence within two (2) weeks following receipt by Cisco of the NIP document. Completion of the remote review session signifies completion of the NIP Review service.

#### **Authorized Channel Responsibilities**

- Provide all information as requested by Cisco to be documented in the NIP Pre-requisite Template to include End User network information five (5) Business Days following receipt of the NIP Pre-requisite Template from Cisco.
- Provide End User building layout, including the floor plan, cabling and power location for applicable site prior to Cisco finalizing review of the NIP.
- Provide and verify interface specifications and requirements for TelePresence. 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.
- Provide Cisco with the test plan and interconnect process required by any third parties including but not limited to in country carrier/telco.
- Provide Cisco with required documentation which may include the following:
  - site-specific implementation requirements;
  - site specific information from BOM.

- Provide completed NIP and/or related information to Cisco ten (10) Business Days following commencement of the Services.
- Attend the remote review session(s) in order to review with Cisco the recommended changes to the Authorized Channel's NIP.

#### **Systems Acceptance Test Plan Review**

Review of the Authorized Channel's system acceptance test (SAT) plan and recommended changes in accordance with Cisco leading practices.

#### **Cisco Responsibilities**

- Provide the SAT Plan Pre-requisite 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 .
- Summarize and help the Authorized Channel to validate the End User's SAT plan requirements using the following inputs:
  - Review of the Authorized Channel's SAT plan which may include the following:
    - lighting;
    - positions of camera(s), display(s), microphone(s) and speaker(s);
    - functionality of camera(s), display(s), microphone(s) and speaker(s);
    - identify TelePresence network path and infrastructure requirements for testing.
  - Review of with Authorized Channel the TelePresence networking and equipment readiness requirements for testing, which may include the following:
    - path qualification;
    - TelePresence directory and scheduler integration;
    - TelePresence dial plan;
    - TelePresence video call scheduling, initiation and termination;
    - End User experience.
- Review with Authorized Channel the tools required for executing the test cases.
- 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 Authorized Channel recommended changes to the Authorized Channel's SAT plan. The review sessions shall commence within two (2) weeks following receipt by Cisco of the SAT plan document. Completion of the remote review session signifies completion of the SAT Plan Review service.

#### **Authorized Channel Responsibilities**

- Provide all information as requested by Cisco to be documented in the SAT Plan Pre-requisite Template to include End User network information five (5) Business

Days following receipt of the Pre-requisite Template from Cisco.

- Provide the completed SAT plan and the criteria used by Authorized Channel in the development of the SAT plan to Cisco ten (10) Business Days following commencement of the Services.
- Ensure that all the network, telecom and operations teams are available during the review of the DC SAT Plan to provide ongoing information.
- Attend the remote review session(s) in order to review with Cisco the recommended changes to the Authorized Channel's SAT plan.

#### **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.
- Authorized Channel will be solely responsible for documenting any recommendations made by Cisco during the delivery of the Services
- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- Authorized Channel acknowledges that the completion of Services is dependent upon Authorized Channel 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
- Services provided by Cisco comprise technical advice, assistance and guidance only. Authorized Channel expressly acknowledges and agrees that its solely responsible for the determination and implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. Cisco shall not be responsible for the inability of Services to meet End User's network, design, business or other requirements 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.

#### **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 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.