



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services - Unified Communications Guidance Service (ASF-CPSU-UCG)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Unified Communications 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 Unified Communications 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 Unified Communications Guidance Service

Service Summary

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

Location of Services

Services are delivered remotely to Authorized Channel.

High Level Design Review

Analyze the prerequisite End User information provided by Authorized Channel in order to review the Authorized Channel's high level design that will consider the End User's Network future growth requirements and Cisco Unified Communications leading practices.

Cisco Responsibilities

- Work with Authorized Channel to understand End User's UC 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.
- Review the Authorized Channel's high level design. This review will include the following:
 - comparing solution level requirements with Cisco Unified Communications solutions and architectures;
 - performing a gap analysis on the provided documentation and developing recommendations to resolve gaps, as required;
 - determining any risks of the design and providing design recommendations and proposed changes to help mitigate risks.
- 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 architecture design. The review sessions shall commence within two (2) weeks following receipt by Cisco of the Authorized Channel's high level design document. Completion of the remote review session signifies completion of the High Level Design Review service.

Authorized Channel Responsibilities

- Provide all the information as requested by Cisco to be documented in the High Level Design Pre-requisite Template to include End User network information five (5) Business Days following receipt of the High Level Design Pre-requisite Template from Cisco including:

- features and services, route plans, addressing schema, call/data flow, dial plans, security policies, network management, operational processes and high-level network architecture design specifications;
- Unified Communications solution design objectives (for example, details concerning scalability, resilience and number of phones);
- requirements and features planned (for example, emergency services/E911, Music on Hold, analog phone / fax / modem integration and extension mobility);
- types of applications impacted by the Network design objectives (for example, voice mail/Unity, Unified Messaging); and
- future growth requirements and network build out time frames.
- Provide the high level design including physical and logical network schematics for End User's existing network where applicable within ten (10) Business Days following commencement of the Services.
- Attend the remote review session(s) in order to review the recommended changes to the Authorized Channel's high level design.
 - recommendations regarding Lightweight Directory Access Protocol (LDAP) directory integration or directory access;
 - dial plan architecture and emergency call routing;
 - analog, fax and modem requirements;
 - analog phone requirements;
 - conferencing/transcoding/Music on Hold (MoH) features;
 - security features around IP communications system components;
 - voice gateways and gatekeepers;
 - Software and Hardware code revisions;

Detailed Design Review

The Detailed Design Review focuses on review of the design of UC services and applications. Analyze the prerequisite End User information provided by Authorized Channel in order to review and provide any recommended changes for the Authorized Channel's detailed design that will consider the End User's network future growth requirements and Cisco Unified Communications leading practices.

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.
- Review the Authorized Channel's detailed design document, reviewing the design and providing recommendations for changes for the following where applicable:
 - Voice over IP (VoIP) infrastructure:
 - IP addressing for voice network devices;
 - local area network/wide area network (LAN/WAN) configuration to accommodate IP communications devices such as Unified Communications Manager servers, IP phones, and voice gateways;
 - configuration for quality of service (QoS) configuration for LAN/WAN;
 - power and environment requirements;
 - Call control system:
 - Unified Communications Manager cluster sizing and design options;
 - design options to provide Call Admission Control (CAC);

- Unified Messaging system:
 - Unity deployment model;
 - message store options and sizing;
 - Unity ports and session sizing;
 - Unity server hardware;
 - data protection strategies;
 - Unity software licensing options;
 - Unity integration with Unified Communications Manager;
 - Unity customization;
 - methods for Securing Unity servers;
 - Conferencing system.
- Review the network infrastructure to support Cisco Unified Communications design including review of the following:
 - End User's IP addressing for voice network devices;
 - configurations or build-in voice template components to an existing data template for devices such as Cisco Unified Communications Manager, servers, Cisco IP phones, and Cisco voice gateways;
 - QoS configuration for LAN/WAN as it pertains to voice;
 - network services such as DHCP/DNS/TFTP/NAT related to Cisco Unified Communication solution;
 - security and scheduling parameters;
 - backup/disaster recovery requirements;
 - video, data, or groupware integration requirements.
- 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 UC detailed design. The review sessions shall commence within two (2) weeks following receipt by Cisco of the Authorized Channel's Unified Communications detailed design. Completion of the remote review session 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 Detailed Design Pre-requisite Template from Cisco.
- Provide Authorized Channel's detailed design for review within ten (10) Business Days of the beginning of the Detailed Design review services by Cisco.
- Define IP addressing for voice network devices.

- Provide physical and logical network schematics for existing network where applicable within ten (10) Business Days of the beginning of the Detailed Design Review service by Cisco.
- Provide within ten (10) Business Days of the beginning of the Detailed Design Review service by Cisco complete documentation and information for the following:
 - Unified Communications solution design;
 - security policy, requirements and features already deployed in the End User's current network;
 - 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;
 - documentation that defines the existing voice traffic flows;
 - documentation that defines the existing voice network topology, including voice mail;
 - Authorized Channel data networking configurations for core routing protocols, LAN/WAN connectivity, QoS and Access Control Lists (ACL).
- Attend the remote review session(s) in order to review the recommended changes to the Authorized Channel's detailed design.

Migration Plan Review

The Migration Plan Development Review focuses on activities including migration strategy or planning review for migration of End User's existing network to a Cisco Unified Communications platform. Review of the Authorized Channel's migration plan and recommended changes considering the End User's Network future growth requirements and Cisco Unified Communications leading practices.

Cisco Responsibilities

- Provide the Migration 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.
- Work with Authorized Channel to understand End User's migration requirements and review Authorized Channel migration steps.
- Review the service definition document and Authorized Channel's migration plan that defines the strategy and details the activities, specific steps, as well as recommends configuration changes that may be required to migrate the End User specified services.
- 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 migration plan. The review sessions shall commence within two (2) weeks following receipt by Cisco of the Authorized Channel's migration plan. Completion of the remote review session signifies completion of the Migration Plan Review service.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the Migration Plan Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Migration Plan Pre-requisite Template from Cisco.
- Provide Cisco the available data for each service nominated for UC migration detailed in a service definition document within ten (10) Business Days of the beginning of the Migration Plan Review service by Cisco. The service definition document should capture all required services to be migrated. As a minimum, the documentation should cover: service name, service description, numbers and device types that make up the services, business needs and dependencies, physical interfaces of devices to be migrated from and to, the protocols used for each service, IP address space and ranges, sites where the applications are accessed, maintenance windows and service level agreement applicable to the service.
- Ensure that the migration approach reviewed with Cisco and documented in the Authorized Channel's migration plan is per End User's requirements.
- If requested by Cisco, provide physical and logical network schematics for other network elements not included in the scope of this project within ten (10) Business Days of the commencement of the Migration Plan review services by Cisco.
- Attend the remote review session(s) in order to review the recommended changes to the Authorized Channel's migration plan.

Network Implementation Plan Review

Review the Authorized Channel's network implementation plan ("NIP") that identifies the processes including Cisco Product necessary to implement and operate the Cisco Unified Communications.

Cisco Responsibilities

- Provide the Network Implementation 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.
- Review the Authorized Channel's NIP. The Authorized Channel's NIP document provides information necessary for the Authorized Channel or End User to carry out the implementation of the equipment at the End User location and to verify basic operation and ready-for-service configuration. Ready-for-service means that the network, or a sub-set of it, is functioning as per the specifications documented in the Authorized Channel's NIP.

- 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 network implementation plan. The review sessions shall commence within two (2) weeks following receipt by Cisco of the Authorized Channel's network implementation plan. Completion of the remote review session signifies completion of the Network Implementation Plan Review service.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the Network Implementation Plan Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Network Implementation Plan Pre-requisite Template from Cisco.
- Provide the Authorized Channel's network implementation plan for review within ten (10) Business Days of the beginning of the NIP review services by Cisco.
- Provide End User building layout, including the floor plan, cabling and power location for applicable site prior to Cisco commencing review of the Authorized Channel's NIP.
- Provide and verify interface specifications and requirements. For example, cabling standards and specifications for interconnect of Cisco and End User equipment prior to Cisco commencing review of the Authorized Channel's NIP.
- Provide information on distance and interference limitations of interface cables to be used at installation prior to Cisco commencing review of the Authorized Channel's NIP.
- 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 within ten (10) Business Days of the beginning of the NIP review services by Cisco which may include the following:
 - site specific implementation requirements;
 - site contacts, location and considerations;
 - site specific installation requirements;
 - site specific information from bill of materials.
- Attend the remote review session(s) in order to review the recommended changes to the Authorized Channel's network implementation plan.

System Acceptance Test Plan Review

Review of the Authorized Channel's System Acceptance Test ("SAT") plan and recommend changes in accordance with Cisco Unified Communications leading practices.

Cisco Responsibilities

- Provide the System Acceptance Test 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.
- Review the Authorized Channel's SAT plan document. The Authorized Channel's SAT Plan document defines and records the specific set of procedures and/or tests developed by the Authorized Channel necessary to test the Cisco product in order to declare it ready for use. The Authorized Channel's or End User's test execution of the SAT is intended to signify completion of the implementation. Review of the Authorized Channel's SAT plan may include the following:
 - review facility and infrastructure requirements for testing;
 - review tools required for executing the test cases;
 - if required, review test case priorities, test lab topology, role and responsibilities, testing processes, and severity levels;
 - review test cases to include test case objectives, step-by-step procedures, expected result, and pass/fail criteria.
- 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 system acceptance test plan. The review sessions shall commence within two (2) weeks following receipt by Cisco of the Authorized Channel's system acceptance test plan. Completion of the remote review session signifies completion of the System Acceptance Test Plan Review service.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the System Acceptance Test Plan Pre-requisite Template to include End User network information five (5) Business Days following receipt of the System Acceptance Test Plan Pre-requisite Template from Cisco.
- Provide the SAT plan and the criteria used by Authorized Channel in the development of the SAT plan within ten (10) Business Days of the beginning of the SAT review services by Cisco.
- 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 the recommended changes to the Authorized Channel's system acceptance test 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.

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.

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**