



Service Description: Advanced Services – Fixed Price

Collaborative Professional Services Unified Communications Guidance Service - Standard (ASF-CPSU-UCGS)

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

Service Summary

The Cisco Collaborative Professional Services (“CPS”) Unified Communications (“UC”) Guidance Standard Service provide remote planning and design review assistance to Authorized Channel for End User’s UC applications relevant to medium-sized or midmarket businesses. This will include reviewing the Authorized Channel’s detailed design, implementation plan and solution acceptance test plan documents developed by Authorized Channel for the end user’s UC applications (“Services”).

Services may cover up to two (2) from the following set of supported Unified Communications applications:

- Cisco Unified Communications Manager (CUCM)
- Cisco Unified Communications Manager Express (CUCMx)
- Cisco Unity
- Cisco Unity Express

- Cisco Unity Connection (CUC)
- Cisco Unified Presence (CUP)
- Cisco Unified MeetingPlace (CUMP)
- Cisco Unified Contact Center Express (UCCX)

Once Authorized Channel selects the UC applications, the same selected applications cannot be changed or swapped by Authorized Channel at any time during duration of Services.

Deliverables

- CPS Pre-requisite Template

Location of Services

Services are delivered remotely to Authorized Channel.

Detailed Design Review

The Detailed Design Review focuses on review of the design of UC services and applications. Cisco will analyze the prerequisite End User information provided by Authorized Channel, including providing any recommended changes for the Authorized Channel’s detailed design while considering 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 CPS Pre-requisite Template that captures 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 verifying the requirements.
- Review the Authorized Channel’s detailed design document provided by Authorized Channel.
- 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 the detailed design with Authorized Channel; provide any recommended changes to the Authorized Channel’s detailed design. The review sessions shall commence within two (2) weeks following receipt by Cisco of the Authorized Channel’s detailed design. Completion of the remote review session signifies completion of the CPS Detailed Design Review.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- Define IP addressing for voice network devices.
- Provide within ten (10) Business Days following commencement of Services complete documentation and information including:
 - Authorized Channel's Unified Communications detailed design and any other relevant detailed design documentation;
 - physical and logical network schematics for End User's existing network;
 - 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's data networking configurations for core routing protocols, LAN/WAN connectivity, quality of service (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.

Implementation Plan Review

Review the Authorized Channel's implementation plan that identifies the processes and Cisco Products necessary to implement and operate the End User's Unified Communications system.

Cisco Responsibilities

- Provide the CPS Pre-requisite Template that specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco to review the implementation plan provided by the Authorized Channel.
- Review the Authorized Channel's implementation plan. The Authorized Channel's implementation plan document provides the information necessary for the Authorized Channel or End User to carry out the implementation of the UC system 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 implementation plan.

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

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the CPS Pre-requisite Template to include End User network information five (5) Business Days following receipt of the CPS Pre-requisite Template from Cisco.
- Provide the Authorized Channel's implementation plan for review within ten (10) Business Days following commencement of Services.
- Provide Cisco the following required documentation within ten (10) Business Days prior to Cisco commencing review of the Authorized Channel's implementation plan:
 - building layout, including the floor plan, cabling and power location for applicable site;
 - verification of interface specifications and requirements, including cabling standards and specifications for interconnect of Cisco and End User equipment;
 - information on distance and interference limitations of interface cables to be used at installation;
 - test plan and interconnect process required by any third parties including but not limited to in country carrier/telco;
 - 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 implementation plan.

Acceptance Test Plan Review

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

Cisco Responsibilities

- Provide the CPS Pre-requisite Template that 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 solution acceptance test (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 UC 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 SAT plan. The review sessions shall commence within two (2) weeks following receipt by Cisco of the Authorized Channel's UC solution acceptance test plan. Completion of the remote review session signifies completion of the Solution Acceptance Test Plan Review service.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the CPS Pre-requisite Template to include End User network information five (5) Business Days following receipt of the CPS 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 following commencement of Services.
- Ensure that all the network, telecom and operations teams are available during the review of the SAT plan to provide on-going information.
- Attend the remote review session(s) in order to review 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 it is 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.
- Authorized Channel expressly understands and agrees that the Services shall take place and be complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

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.

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 periods signifies Authorized Channel's acceptance of completion of the Services in accordance with this Service Description.