



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services – Video Guidance Service – Standard (ASF-CPSJ-VGS)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services (“CPS”) Video Guidance Service – Standard 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 Video Guidance Service - Standard

Service Summary

The Cisco CPS Video Guidance Service provides remote planning and design review assistance to Authorized Channel for the deployment of End User’s TelePresence solution, which includes reviewing Authorized Channel’s Detailed Design, Network Implementation Plan, and System Acceptance Test Plan for TelePresence components (“Services”).

Services cover the following end user’s video system:

- TelePresence Endpoints

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

Deliverables

Customer Requirements Validation Template
Template Detailed Design Template
Network Implementation Plan Template
System Acceptance Test Plan Template

Location of Services

Services are delivered remotely to Authorized Channel.

Customer Requirements Validation Review

Review the Authorized Channel’s customer requirements validation (“CRV”) 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

- Provide the Customer Requirements Validation (CRV) 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.
- 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 any recommended changes to the Authorized Channel’s CRV. The review sessions shall commence within two (2) weeks following receipt by Cisco of the CRV Template. Completion of the remote review session signifies completion of the Customer Requirements Validation Review.

Authorized Channel Responsibilities

- Provide the completed CRV information and documentation as requested in the Customer Requirements Validation Template for the detailed design within ten (10) Business Days following receipt of the CRV Template.

- Provide a qualification assessment for the End User's designated facility location(s).
- Provide completed CRV documentation and/or related information to Cisco within ten (10) Business Days following commencement of Services.
- Attend the remote review session(s) in order to review with Cisco the recommended changes to the Authorized Channel's completed CRV document.

Detail Design Review

Review the Authorized Channel's detailed design for the End User's TelePresence system.

Cisco Responsibilities

- Provide the Detailed Design Template to enable Cisco to review the design provided by the Authorized Channel.
- Summarize the detailed design assisting the Authorized Channel to validate the End User's 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:
 - o TelePresence system infrastructure and communication services;
 - Internet Protocol (IP) addressing;
 - local area network/wide area network (LAN/WAN) Quality of Service (QoS) configuration to accommodate TelePresence video, audio and signaling traffic;
 - 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.
 - o TelePresence system component characteristics:
 - CUCM, VCS;
 - call admission control ("CAC");
 - Active Directory;
 - Dial plan architecture;
 - TelePresence Scheduler integration;
 - Network Security requirement for TelePresence Components;
 - 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

Template. Completion of the remote review session signifies completion of the Detailed Design Review.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the Detailed Design Template to include End User network information five (5) Business Days following receipt of the Template from Cisco.
- Provide any other completed detailed design documentation and/or related information as requested by Cisco ten (10) Business Days following commencement of 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 the Authorized Channel's network implementation plan ("NIP") and provide any recommendations considering the End User's network future growth requirements and Cisco leading practices.

Cisco Responsibilities

- Provide the Network Implementation Plan Template.
- Summarize the NIP, assisting the Authorized Channel to validate the End User's requirements using the following inputs:
 - Review of the Authorized Channel's NIP documentation to include:
 - o TelePresence facilities qualification;
 - o TelePresence Network path qualification;
 - o detail design for TelePresence;
 - o site specific installation requirements;
 - Review of the Authorized Channel's NIP with emphasis on the order of the site-specific implementation process within End User's network to include:
 - o core/infrastructure implementation requirements;
 - o QoS requirements for site-to-site link(s) for TelePresence;
 - o CallManager dial plan requirements;directory integration requirements;
 - o 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 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:
 - o End User requirements document;
 - o TelePresence facilities qualification;
 - o TelePresence Network path qualification;
 - o 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 Network Implementation Plan Review.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the NIP Template to include End User network information five (5) Business Days following receipt of the NIP 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 any required documentation which may include:
 - o site-specific implementation requirements;
 - o site specific information from BOM.
- Provide completed NIP and/or related information to Cisco ten (10) Business Days following commencement of Services.
- Attend the remote review session(s) to review with Cisco the recommended changes to the Authorized Channel's NIP.

Systems Acceptance Test Plan Review

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

Cisco Responsibilities

- Provide the System Acceptance Test Plan Template.
- Summarize the SAT plan, assisting the Authorized Channel to validate the End User's requirements using the following inputs:

- Review of the Authorized Channel's SAT plan which may include identifying TelePresence network path and infrastructure requirements for testing;
- Review of the TelePresence networking and equipment readiness requirements for testing, which may include: path qualification report; TelePresence directory and scheduler integration; TelePresence dial plan; TelePresence video call scheduling, initiation and termination; End User experience;
- Review of 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 System Acceptance Test Plan Review.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the SAT Plan Template to include End User network information five (5) Business Days following receipt of the SAT Plan 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 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 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.

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.