



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services – WLAN Voice Guidance Service (ASF-CPSW-WLVG)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services WLAN Voice 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 WLAN Voice 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 WLAN Voice Guidance Service

Service Summary

The Collaborative Professional Services ("CPS") WLAN Voice Guidance Service provides remote review assistance (the "Services") to Authorized Channel for the deployment of End User's WLAN Voice which includes reviewing Authorized Channel's High Level Design, Detailed Design, Network Implementation Plan and System Acceptance Test Plan.

Location of Services

Services are provided remotely to Authorized Channel.

High Level Design Review

Review the Authorized Channel's high level design that will consider the End User's network future growth requirements and Cisco WLAN Voice leading practices.

Cisco Responsibilities

- Work with Authorized Channel to understand End User's WLAN Voice environment and achieve a common understanding of End User's requirements.
- Provide the High Level Design Prerequisite 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 recommended changes to the Authorized Channel's WLAN Voice high level design. The review sessions shall commence within two (2) weeks following receipt by Cisco of the WLAN Voice 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 WLAN Voice High Level Design Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco including: i) Customer's WLAN Voice service design objectives (for example, change management requirement, compliance requirement, type of devices etc.); ii) End User's security requirements; iii) Voice over WLAN (VoWLAN) requirements; iv) future growth requirements and build-out time frames.
- Provide the WLAN Voice high level design including physical and logical network schematics for the End User's existing network where applicable to Cisco ten (10) Business Days following commencement of the Services.
- Provide full details of current network topology, including access, distribution, and core layers, types of switches and routers in each layer, Internet Protocol (IP) addressing and sub-netting for each layer, and features and services that have been enabled on the network.

- Attend the remote review session(s) in order to review the recommended changes to the Authorized Channel's WLAN Voice high level design.

Detailed Design Review

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

Cisco Responsibilities

- Provide the WLAN Voice 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.
- Conduct telephone interviews with designated Authorized Channel covering the design of the WLAN Voice.
- Review the Authorized Channel's detailed design, validating the bill of materials containing components of the Wireless LAN Controller (WLC), Access Points (APs), and the Wireless Control System (WCS).
- Summarize and help the Authorized Channel to validate the End User's detailed design requirements using the following inputs: a). CUWN infrastructure requirements like routing and switching, DHCP, DNS and NTP; b). low level integration details for implementing the CUWN using Wireless LAN Controller, APs and WCS; c). CUWN configurations with respect to SSID, Security policy, authentication and authorization configurations including IEEE 802.1x authentication to the RADIUS server or external database for corporate users; d). CUWN configurations with respect to SSID, Security policy, web authentication configuration using local database for Guest users; e). Auto-RF / Radio management configurations with respect to RF interference, transmit power, and channel selection; f). wireless protection policies configuration for managing rogue APs and rogue clients; g). local device management and WLAN infrastructure protection policies; h). configuration details for WCS to centrally manage the wireless network; i). mobility, quality of service (QoS) and call capacity planning for VoWLAN.
- 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 WLAN Voice detailed design. The review sessions shall commence within two (2) weeks following receipt by Cisco of the WLAN Voice detailed design document. 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 Pre-requisite Template from Cisco.
- Provide completed WLAN Voice detailed design documentation and/or related information to Cisco ten (10) Business Days following commencement of the Services.
- Define IP addressing for network devices.
- Provide physical and logical network schematics for existing network where applicable.
- Provide complete documentation and/or information for the following: a). Physical and logical network schematics for existing data and voice network where applicable; b). Information and other details containing: (i) Customer's WLAN Voice design objectives to Cisco; (ii) WLAN SSID requirements; (iii) End User's security requirements; (iv) WLAN performance and resiliency requirements; (v) future growth requirements and (vi) build out time frames; c). security policy, and features already deployed in the End User's current network; d). 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; and e). data networking configurations, Core routing protocols, LAN/WAN connectivity, QoS and Access Control Lists (ACL); f). complete IP addressing and VLAN details with respect to WLAN for deployment of voice; g). information about placement of devices like WLC, WCS in the data center, APs, Call Manager servers and Voice gateways; and h). recommended settings for WLAN to maximize wireless handset performance on the existing IP telephony network infrastructure according to the design.
- Attend the remote review session(s) in order to review the recommended changes to the Authorized Channel's detailed design.

Network Implementation Plan Review

Review of the Authorized Channel created Network Implementation Plan ("NIP") which may include, providing recommendations (if any) considering End User's network future growth requirements and Cisco WLAN Voice leading practices.

Cisco Responsibilities

- Provide the WLAN Voice 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 NIP provided by the Authorized Channel.
- Summarize and help the Authorized Channel to validate the End User's WLAN Voice NIP requirements using the following inputs:
 - Cisco WLAN Voice leading practices

- Externally available WLAN Voice Knowledge repositories
- 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 WLAN Voice NIP. The review sessions shall commence within two (2) weeks following receipt by Cisco of the WLAN Voice 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 WLAN Voice NIP Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide and verify interface specifications and requirements. For example, cabling standards and specifications for interconnect of Cisco and End User equipment prior to Cisco finalizing 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 finalizing 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 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.
- Provide End User building layout, including the floor plan, cabling and power location for applicable site prior to Cisco finalizing review of the WLAN Voice NIP.
- Provide completed WLAN Voice 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 the recommended changes to the Authorized Channel's WLAN Voice 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 WLAN Voice leading practices will be provided.

Cisco Responsibilities

- Provide the WLAN Voice 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 SAT plan provided by the Authorized Channel.

- Summarize and help the Authorized Channel to validate the End User's WLAN Voice SAT Plan requirements using the following inputs to review facility and infrastructure requirements for testing:
 - review tools required for executing the test cases;
 - if required, review test case priorities, test lab topology, roles and responsibilities, testing processes, and severity levels;
 - review test cases to include test case objectives, step-by-step procedures, expected results, 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 WLAN Voice SAT Plan. The review sessions shall commence within two (2) weeks following receipt by Cisco of the WLAN Voice 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 WLAN Voice 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 completed WLAN Voice SAT Plan and the criteria used by the Authorized Channel in development of the Authorized Channel's WLAN Voice 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 WLAN Voice SAT Plan to provide ongoing information.
- Attend the remote review session(s) in order to review the recommended changes to the Authorized Channel's WLAN Voice 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.

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.