



## Service Description: Advanced Services – Fixed Price

### ASR5500 Upgrade Service (ASF-SP0-MI-5K-UPG)

This document describes Advanced Services Fixed Price: ASR5500 Upgrade Service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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.

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#### ASR5500 Upgrade Service

##### Service Summary

Cisco will perform the Design, Installation and Commissioning, and Validation of an ASR5500 Gateway, followed by the initial migration of the existing ASR5K Gateway to the newly installed ASR5500 Gateway.

- Project is a fixed offer engagement subject to the assumptions and deliverables specified herein without further modification. Any alternative scope requests shall require a separate transactional engagement with an associated custom Statement of Work and pricing to be negotiated by both parties.
- Up to one (1) day of knowledge transfer, regarding the migration, will be included.
- Project scope is based upon the migration of one (1) installed and operational ASR5K chassis to one (1) ASR5500 platform procured under the MITG Jump Start program.
- Available ASR5K gateway functions to be included in this upgrade service are the GGSN, SGW, or PGW and combinations of the above.
- Existing ASR5K chassis must be running software release R14 or later. Cisco shall install the same maintenance release of software running on the existing ASR5K onto the new ASR5500 to avoid additional regression effort.
- The installed ASR5500 platform will have the same network connections as the existing ASR5K chassis.
- Interconnections to the Customer's IP infrastructure are configured and available with all cabling to new nodes preinstalled prior to commissioning of ASR5500.
- Cisco shall migrate one (1) Access Point Name (APN) as part of the fixed offer engagement. Customer shall be responsible for any additional APNs or enter into separate agreement for such migrations by Cisco outside of the scope of this project.
- The scope of migration applies only to existing services implemented in the customer network.
- Migration will apply to existing Customer use cases already implemented in Customer network under the same applicable 3GPP versions.
- Testing shall be limited to fifty (50) test cases including one (1) PCRF use case. Testing shall be limited to connectivity of ASR5500 platform, assuming the implementation works the same as the ASR5K at the service level.
- Existing documents for HLD, LLD, TOL and ATP are to be updated only.
- The limit for completion of the work identified in this service is ninety (90) calendar days.

## Location of Services

Services are delivered through a combination of on-site support and remotely to Customer.

## Project Management

Project management will be provided in conjunction with, and is limited to, the management of the Services and Deliverables as described. Project management services will be provided for the duration of the project.

### Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles.
- Define the communication flow with the project sponsor and key stakeholders and document it in the Project Management Plan.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide the following: a) Kick-off Meeting; b) Schedule Resources; and c) Project Management Plan.
- Manage the project to the agreed upon Project Management Plan.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide a handover upon project completion.

### Customer Responsibilities

- Provide the Cisco Project Manager with a list of designated Customer personnel roles and responsibilities.
- Work with the Cisco Project Manager to ensure the Customer's project sponsor, key stakeholders and all project team members receive project communications and are included in regularly scheduled communications sessions.
- Work with Cisco to schedule the kick off meeting, and communicate the meeting schedule to the Customer-identified stakeholders.
- Review the project schedule, objectives, and roles and responsibilities with Cisco.
- Schedule the necessary facilities and personnel access for On-Site meetings and installation activities (such as: conference rooms, projectors, conference bridges, badge access, and any required escorts).
- Participate in regularly scheduled project review meetings or conference calls.
- Work with Cisco to identify specific objectives and critical success factors.
- Confirm execution of any third party contract and schedule communications for activities, deliverables or schedules as required for Cisco's completion of the services.
- Notify Cisco of any scheduling changes related to this project at least ten (10) Business Days prior to the start of the scheduled activity.

## Design

### Cisco Responsibilities

- Conduct one (1) session, either onsite or offsite at Cisco's sole discretion, to collect information to update the existing Customer Information Questionnaire (CIQ).
- Conduct a design workshop to confirm the requirements and update the existing High Level Design (HLD) document.
- Update the existing Low Level Design (LLD) document in accordance with the revised HLD document for the Customer's network.
- Review the draft LLD with Customer for comment and approval and update in accordance with Customer comments for final approval.

### Customer Responsibilities

- Ensure key stakeholders, including the Customer team and/or third-party vendor team, are available to attend the organized session and meetings.
- Prepare and provide the required information to Cisco during the CIQ information collection session.
- Attend the design workshop to confirm and accept the requirements in the HLD.
- Ensure availability and readiness of the Customer's systems required for integration.
- Provide IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data for design to Cisco prior to the creation of the LLD.
- If requested by Cisco, provide physical and logical network schematics for other network elements not included in the scope of this project but having a relevant impact on network design or implementation.
- Review the draft LLD and provide written comments within ten (10) business days of submission by Cisco.
- Provide final approval of LLD within ten (10) business days of submission by Cisco of the updated document incorporating Customer comments. Formal approval of the LLD is required before the project can proceed.

## Installation

### Cisco Responsibilities

- Manage the installation tasks, including:
  - pre-installation interview;
  - review of Site Plan; and
  - physical installation.
- Perform installation tasks, including:
  - install ASR5500 into Customer's network;
  - verify the ASR5500 powered on and is operating normally; and
  - validate connectivity at integration points.

### Customer Responsibilities

- Make appropriate personnel from the Customer team and/or third-party vendor team available for pre-installation interview.
- Provide Site Plan for Cisco review.
- Inspect and review with Cisco the ASR5500 installation, providing validation that the ASR5500 installation is complete. If there any issues found during post-installation, Customer must inform Cisco of any related installation discrepancies for resolution within five (5) Business Days.

### Verification

#### **Cisco Responsibilities**

- Update the Test Object List (TOL) by adding ASR5500 platform tests.
- Update the Acceptance Test Plan (ATP) to be aligned with the updates in the TOL and submit to Customer for approval.
- Conduct the ASR5500 platform tests added to the ATP, limited to 50 test cases.

#### **Customer Responsibilities**

- Review and approve the ATP document, including the configurations and specific set of procedures and/or tests developed by Cisco, before the execution of the ATP.
- Attendance at the ASR5500 platform tests, and on completion of the tests, provide sign-off signature that the verification testing of the ASR5500 is completed.

### Migration

#### **Cisco Responsibilities**

- Create the Method of Procedure (MOP) for the migration from the ASR5K to the ASR5500 and submit to Customer for approval.
- Coordinate scheduling of maintenance window with Customer for execution of MOP.
- Execute the MOP to migrate agreed upon APN from the ASR5K to the ASR5500.

#### **Customer Responsibilities**

- Review the MOP within two (2) business days upon submission by Cisco for comment and approval before formally completed and released.
- Schedule the maintenance window to execute the MOP in agreed upon timeframe with Cisco.

- Ensure Customer network meets the dependencies and requirements as provided by Cisco to enable Cisco to execute the MOP.

#### **General Customer Responsibilities**

- Customer shall assume liability for all Customer-owned equipment for any loss or damage to the equipment during the implementation.
- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Identify Customer'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 Customer'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.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

#### **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 Customer. The Customer shall provide written acknowledgement of Cisco's completion of the Services within five (5) Business Days of receipt of such notification. Customer'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 Customer's acceptance of completion of the Services in accordance with this Service Description.