



## Service Description: Advanced Services – Fixed Price

### Card Implement Service—1 Chassis (ASF-SP1-G-NGN-INC1)

This document describes Advanced Services Fixed Price: Card Implement Service—1 Chassis.

**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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#### Card Implement Service—1 Chassis

##### Services Summary

Cisco shall provide Card Implement Service ("Services")—1 Chassis to Customer during Standard Business Hours for up to one Cisco-selected software release on one (1) product platform (one (1) unit of SKU per chassis), limited to one of the following products in the Customer infrastructure: Customer for the install and commission of one type of card(s)—either route processor card(s), or fabric card(s), or line card(s), --via an onsite implementation and verification (Cisco will not perform cabling)

- Cisco CRS Single-Shelf System
- Cisco NCS 5500
- Cisco NCS 6008 Single-Shelf System
- Cisco ASR 1000
- Cisco ASR 9000/9900

##### Services

- Hardware and Software Analysis
- Project Planning
- Method of Procedures (MoP) Document Development
- Implementation
- Implementation Verification

##### Deliverables

- Hardware and Software Analysis Report
- Project Plan
- Method of Procedure (MoP) Document
- Post-Installation Report

##### Location of Services

Services are delivered remotely and onsite.

##### Hardware and Software Analysis

#### Cisco Responsibilities

- Deliver to Customer a report covering existing Hardware and Software versions to determine the feasibility for the

upgrade. If there is any mismatch with the Software version to the Hardware, provide a recommendation for upgrading the Software and document it in the Hardware and Software Analysis Report.

- Create the Hardware and Software Analysis Report which contains the following; a) Hardware readiness which checks the chassis for compatibility with Customer's new technology or platform; b) Software readiness which checks the software version on the chassis to verify that intended features and end-user services function with the Customer's new technology or platform; c) List of potential risks associated with the Customer's targeted technology or platform and suggested actions for mitigation of those risks. The report does not provide software risk analysis or any software.
- Document any specific upgrades that may be required to achieve the final goal of upgrade.
- Review with Customer the Hardware and Software Analysis Report for comments and approval.

#### **Customer Responsibilities**

- Provide to Cisco details on existing software, hardware, flash drive size/utilization and any other specific information required to perform analysis of the node.
- Customer will be responsible for ordering RSP, PRP, Fabric cards or line cards with the recommended software versions which will be shipped directly to the customer by Cisco.
- Review and approve the Hardware and Software Analysis Report.

#### **Project Planning**

##### **Cisco Responsibilities**

- Develop software load plan, incorporating it within the project plan.
- Provide inventory list, product shipping, and tracking reports as necessary to appropriately represent Customer's bill of materials.
- Document within the project plan an inventory list all part numbers, firmware and software versions, including serial numbers.
- Review with Customer the Project Plan with the Customer for comments and approval.

##### **Customer Responsibilities**

- Provide any required software licenses for the installation and upgrade.
- Ensure Customer-site installation locations are prepared to receive the bill of materials prior to equipment arrival.
- Provide the target software release.
- Review and approve the Project Plan.

#### **Method of Procedure Document Development**

##### **Cisco Responsibilities**

- Review with the Customer the Cisco Chassis Upgrade Method of Procedure (MoP) document that contains procedures for the upgrade of like-to-like network services on the chassis with a step-by-step instruction necessary for Customer to migrate existing services to new Hardware or Software. The MoP document is a guide that lists steps to be followed by Customer's engineering and operations personnel: precautions to be taken at each step; and the success criteria of each step, and fallback contingency options. If applicable, the MoP will also include a configuration conversion.
- Review the Method of Procedure (MoP) Document and provide to the Customer.

##### **Customer Responsibilities**

- Provide to Cisco the required information or access to the device in order to collect the necessary information to enable development of the MOP.
- Review the Method of Procedure (MOP) document provided by Cisco.

#### **Implementation**

##### **Cisco Responsibilities**

- Schedule with Customer the implementation start date and time.
- Unpack, inventory, and inspect Products per the inventory list. Execute the installation upgrade onsite using the step by step Method of Procedures (MOP) instructions for one (1) chassis requiring the route processor card(s), or line card(s), or fabric card(s) upgrade.
- Upgrade one (1) chassis requiring the route processor card(s), or line card(s), or fabric card(s) and replace existing route processor card(s), or line card(s), or fabric cards with the new Customer-purchased route processor card(s), or line card(s), or fabric card(s) (Cisco will not perform cabling). Remove the product packaging materials and place into Customer-provided waste containers or other on site waste storage areas to be removed by Customer.

##### **Customer Responsibilities**

- Establish the date and time for scheduling the implementation with Cisco.
- Identify a coordinator responsible for working with Cisco at Customer site.
- Provide access to Cisco personnel at Customer site for the implementation.

- Handle delivery, implementation, and configuration of any equipment not provided by Cisco however required for the operation and performance of the Network.
- Verify that Customer's existing or newly installed equipment is operational and functioning properly at least seven (7) business days before Cisco is scheduled to begin implementation.
- Verify the operation of all external communication equipment not provided by Cisco in order to ensure proper connectivity with the Product at least seven (7) business days before Cisco is scheduled to begin installation.
- Ensure that all Customer equipment including but not limited to telecommunication equipment, circuits, and any other relevant equipment required by Cisco to perform the Services, are clearly identified.
- Provide facilities and adequate space for implementation of all equipment.
- Provide storage areas and ensure security on the Customer site for Products prior to and during implementation activities.
- Ensure the software version is already updated and soaked.

### **Implementation Verification**

#### **Cisco Responsibilities**

- Perform the implementation tests (port tests and diagnostics), including the verification of physical connectivity, hardware availability, configuration, and software release.
- If the results of the implementation test fail to meet Cisco expectations, Cisco shall develop an action plan that outlines any agreed deficiencies and sets a timeline for deficiency resolution and re-test. The timeline will be defined to adhere to the completion of the SP AS-Fixed Software and Route Processor Cards Upgrade Service within ninety (90) calendar days from the issue of the Purchase Order to Cisco for the Services herein Cisco will conduct tests according to the mutually agreed upon action plan.
- Run the Pre-Migration and Post-Migration Checks to verify status before and after the upgrade implementation.
- Provide the Implementation Verification Report.

#### **Customer Responsibilities**

- Make available any personnel and/or access to Customer site as necessary for Cisco to perform the implementation testing.
- Assist in developing the action plan for correcting any agreed deficiencies in the expected results.

- Make all corrections to Customer-provided and/or installed equipment as required in the mutually agreed upon action plan.
- Review the Implementation Verification Report.

#### **General Customer Responsibilities**

- Customer will provide to Cisco all information requested by Cisco within five (5) Business Days of receipt of the request. 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.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- 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.
- Designate a single point of contact to act as the primary technical interface to the designated Cisco engineer.
- Customer must provide the resources and personnel described in the Customer Responsibilities sections herein to enable Cisco to (a) perform the Services within a period not to exceed three (3) weeks, which, at the discretion of Cisco, may not be consecutive weeks, and (b) complete the Services within (90) calendar days after Cisco receives the Purchase Order for the Services.

#### **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 within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. 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.