



Service Description: Advanced Services – Fixed Price

Chassis Implement Service for Small to Medium—1 Chassis (ASF-SP1-G-NGN-INC2)

This document describes Advanced Services Fixed Price: Chassis Implement Service for Small to Medium—1 Chassis.

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. If you have purchased these Services directly from Cisco for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement") If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

Sale via Cisco Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

Chassis Implement Service for Small to Medium—1 Chassis Service

Services Summary

Cisco shall provide Chassis Implement Service ("Services") for Small and Medium—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:

- Cisco NCS 5000
- Cisco NCS 5500
- Cisco ASR 1000 Series
- Cisco ASR 9000 with except ASR 9922

Services

- Site Survey
- Staging at Customer Controlled Location
- Installation
- Implementation Verification

Deliverables

- Site Survey Form
- Site Survey Report
- Project Plan
- Implementation Verification Report

Location of Services

Services are delivered onsite at the Customer location.

Site Survey

Cisco Responsibilities

- Provide Site Survey Form to Customer for review and Customer input.
- Perform site survey limited to identifying possible discrepancies between Customer site specifications and the specifications set forth by Cisco.

- Provide Customer with Cisco's specifications relating to the environmental requirements of the site, such as power supplies, air conditioning, and physical location.
- Provide a Site Survey Report to include list of items that conform and do not conform to Cisco installation specifications, such as those listed below:
 - specification for cooling requirements
 - specification for power requirements
 - detailed documentation of delivery/install path from loading dock to installed location in order to determine that pathways, doorways, and aisles are unobstructed; and aisle spacing is adequate for products to be appropriately installed
 - identification of power and data cable run requirements
- Develop a project plan ("Project Plan") to include plans and schedule for Customer-site staging, installation, and implementation verification.
- Review with Customer the Site Survey Report and Project Plan with the Customer for comments and approval.

Customer Responsibilities

- Provide Cisco access to the Customer site on the day of Site Survey.
- Identify any site-specific requirements.
- Identify issues that may prevent installation activities prior to site installation start dates and document any requirements for resolution.
- Review and approve the Site Survey Report and Project Plan.

Staging at Customer Controlled Location

Cisco Responsibilities

- Develop plan to perform staging at the Customer-controlled location, incorporating it within the Project Plan.
- Unpack and inspect Products.
- Conduct an inventory of Products and document them in an inventory list.
- Document in inventory list all part numbers, firmware and software versions, and serial numbers.

Customer Responsibilities

- Provide all Products, including third party products required to conduct Product and system verification tests for staging at Customer-controlled location.
- Provide appropriate software licenses if necessary.
- Provide bill of materials shipping information necessary to meet installation schedule time line, two (2) weeks prior to site installation start date.
- Ensure site installation location and all Products, including third party products are available and prepared for onsite staging.

Installation

Cisco Responsibilities

- On the mutually agreed installation start date, a Cisco representative will be onsite to receive Products per inventory list.
- Unpack, inventory, and inspect Products.
- Install Products (Cisco will not perform cabling).
- Install new power supplies and terminate power cabling (existing and new) and breakers.
- Install route processor cards, line cards, and fabric cards, in designated chassis locations.
- Provide and install two (2) fiber panels creating installation patch fields for cabling in Customer-provided racks and rack space or cabinets and cabinet space.
- Connect available Customer equipment that terminates at the Cisco chassis, such as telecommunication circuits.
- Remove Product packaging materials and place into Customer-provided onsite waste containers or onsite waste storage areas to be removed by Customer.

Customer Responsibilities

- Identify a coordinator responsible for working with Cisco at each Customer site. Each site coordinator will participate in the site survey conducted at their site and will also review site work upon completion.
- Prepare the Customer site in accordance with Cisco's site requirement guidelines so that proper environmental conditions, including spacing recommendations and power supply requirements are met.
- Handle delivery, installation, and configuration of all equipment required for the operation and performance of the Network.
- Provide racks and rack space or cabinets and cabinet space for the installation patch fields provided by Cisco as identified above.
- Provide patch cables between the patch panels within the patch field and provide the data cabling from the existing elements to the newly installed patch fields for connectivity to the equipment.
- Ensure that all Customer-supplied cabling functions in accordance with documentation supplied with such cabling.
- 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 installation.
- Verify Customer-provided facilities are prepared and functioning properly for provisioned telecommunications in accordance with the Installation Guide specifications. Complete the verification at least seven (7) business days before Cisco is scheduled to begin installation.
- Verify the operation of all external communication equipment not provided by Cisco in order to ensure proper connectivity with the Products 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, route, install and terminate fiber data cables.
- Label, dress, and anchor all data and power cabling.
- Test all data and power cabling.
- Document test results in Cabling Test Report.
- Provide facilities and adequate space for installation of all equipment.
- Customer acknowledges and agrees that it assumes responsibility for the structural integrity of floor space from the loading dock to the footprint of the location where equipment is to be installed, including building access, transportation path (doorways and elevators) and flooring support requirements.
- Identify Customer Network topology and connectivity requirements such as cable run lists.
- Provide storage areas and ensure security on the Customer site for Products prior to and during staging at Customer's controlled location and installation activities.

Implementation Verification

Cisco Responsibilities

- Perform the implementation tests, including the verification of physical connectivity, hardware availability, configuration, and software release.
- If the results of the implementation tests fail to meet Cisco expectations, Cisco shall develop an action plan that outlines any agreed deficiencies and sets a timeline for deficiency resolution and a re-test. The timeline will be defined to adhere to the completion of the Cisco Deployment Service for Chassis Install and Commission within 90 calendar days from the issue of the Purchase Order to Cisco for the Services herein. Cisco will conduct tests in accordance with the action plan. Review with Customer the Implementation Verification Report for comments and approval.

Customer Responsibilities

- Provide input necessary for Cisco to develop the criteria to be used in the implementation test.
- Make available any personnel and/or access to Customer site as necessary for Cisco to perform the implementation test.
- Assist in developing the action plan for correcting deficiencies, if any, in the expected results.
- Make all corrections to Customer-provided and/or installed equipment and services 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 shall assume liability for all Customer-owned equipment for any loss or damage to the equipment during the implementation.
- 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.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- 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.