



Service Description: Advanced Services – Fixed Price

Routers or Switches Migration Service with Remote Support (ASF-SP1-G-NGN-UPG2)

This document describes Advanced Services Fixed Price: Routers or Switches Migration Service with Remote Support.

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.

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Routers or Switches Migration Service with Remote Support

Service Summary

Cisco shall provide Routers and Switches Migration Service ("Services") with Remote Support 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 CRS Single-Shelf System
- Cisco 12000
- Cisco NCS 5000
- Cisco NCS 5500
- Cisco NCS 6008 Single-Shelf System
- Cisco ASR 1000
- Cisco ASR 9000

Services

- Hardware and Software Analysis
- Configuration Conversion / Method of Procedures (MoP) Provision

- Cisco Migration Assistant Support
- Remote Support during Maintenance Window

Deliverables

Cisco shall provide the following Deliverables:

- Hardware and Software Analysis Report
- Configuration Conversion / Method of Procedure (MoP) Document
- Pre-and Post-Migration Check Report (generated by Customer's execution of Cisco Migration Assistant)

Location of Services

Services are delivered remotely to Customer.

Hardware and Software Analysis

Cisco Responsibilities

- Perform a Hardware and Software configuration analysis for like-to-like network services on the chassis to determine the feasibility for the upgrade based upon the data collected by Customer.
- Create the Hardware and Software Analysis Report that contains the following: a). Hardware readiness that checks the chassis for compatibility with Customer's new technology/platform; b). Software readiness check on the source chassis to identify a list of known behavioral differences and CLI that are not supported on the Customer's new technology/platform; c). Cisco describes best practices regarding the network device configurations required for compatibility with Customer's new technology/platform; and d) an overview of the Hardware and Software Analysis Report, enabling the Customer to make decisions that improve the effectiveness of the upgrade.
- Review and provide the Hardware and Software Analysis Report to the Customer.

Customer Responsibilities

- Provide Customer information on all device platforms, Software features, and Software release training requirements for Customer's new technology/platform.
- Define the target Software image and/or Hardware platform based on Customer's testing of existing functionalities and feature requirements in Customer's network environment.
- Review and approve Hardware and Software Analysis Report.
- Ensure network and site readiness based on Hardware and Software Analysis Report???

Method of Procedures (MoP) Provision

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 the step-by-step instructions 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.
- Provide the Method of Procedure (MoP) Document to the Customer.

Customer Responsibilities

- Provide Customer design and operational documentation and information that provide a detailed description of Customer's Network architecture, goals and requirements.
- Review and approve the Method of Procedure (MoP) Document.

Cisco Migration Assistant Support

Cisco Responsibilities

- Review with the Customer the Pre- and Post-Migration that are completed by the Customer using the Check Cisco Migration Assistant (CMA) tool. Cisco will demonstrate how CMA assists the Customer with capturing a specific set of commands and by comparing various show command outputs before and after migration.
- Prepare the CMA for use by the Customer on the chassis undergoing migration.

Customer Responsibilities

- Performing the upgrade, refresh, and/or migration services in the agreed maintenance windows and inform Cisco of completion of the migration.
- Run the CMA script to produce the Pre-and Post-Migration Check Report. Using the report, compare command outputs for the specific chassis to verify the physical and logical status of the chassis before and after the migration.
- Post CMA verification, Customer will analyze and take additional measures on remaining verifications that are out of scope of Cisco Responsibilities. Customer responsibility is to verify the functionality of services, network, and operational status during and after the migration

Provide Remote Support during Maintenance Window

Cisco Responsibilities

- Provide remote support for up to a maximum of eight (8) consecutive hours during one maintenance window for the chassis listed in the MOP. The remote support shall comprise of advice and guidance to assist Customer with data collection of command outputs and migration support.
- Schedule Cisco resources to provide remote support during the Customer's maintenance window.

Customer Responsibilities

- Mutually agree with Cisco on the timing of the scheduled maintenance window.
- Ensure suitable engineering resources, executing the migration during the migration window that includes Cisco's remote support.
- Execute the IOS CLI commands requested by Cisco in the MoP and collect the output data in order to produce the required information.
- As needed, Customer must provide Cisco with remote access to the chassis undergoing migration.

General Customer Responsibilities

- Customer will provide Cisco with 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.
- Customer expressly understands and agrees that the Services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer is responsible for determination of its requirements, and Customer shall retain overall responsibility for any business process impact and any process change implementations.
- Any application configuration, support, or testing.
- Provide data associated with chassis configurations to provide necessary support during the migration process.

- Customer shall provide documentation and information that sets out and describes in detail the network architecture and network goals and requirements prior commencement of the Services.
- 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.