Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services Enterprise Networks Validation Service - Standard (ASF-CPSI-BNGS)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Enterprise Networks Validation Service - Standard under the Collaborative Professional Services Program ("Program").

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicesdescriptions: (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 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").

Once Authorized Channel selects the technology bundle, the bundle cannot be changed or swapped by Authorized Channel at any time during the duration of Services.

Location of Services

Services are delivered remotely to Authorized Channel.

Design Review

The Detailed Design Review focuses on review of the design developed by the Authorized Channel of the End User’s enterprise network architecture. It includes the analysis of the End User prerequisite information provided by Authorized Channel; and provides any recommended changes for the Authorized Channel's EN design that will consider the End User network future growth requirements and Cisco leading practices.

Cisco Responsibilities

- Provide the EN Detailed Design Pre-requisite questionnaire 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 EN.
- Summarize and help the Authorized Channel to validate the End User’s detailed design requirements. The Design Review may include review of the Authorized Channel developed EN design including device placement, physical and logical connectivity, as well as network management and device hardening parameters based on Cisco leading practices and sample configuration.
- 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 the Authorized Channel, the recommended changes to the proposed enterprise network design. The review sessions shall commence within two (2) weeks following receipt by Cisco of the design document from the Authorized Channel. Completion of the remote review session signifies completion of the Design Review service.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the Detailed Design Pre-requisite
Authorized Channel's support to End Users during the term of the agreement between Cisco and Authorized Channel and solely for use with Cisco products. Authorized Channel may not sublicense, to any persons or entity, any rights to reproduce or distribute the Deliverables. Cisco also may terminate this license upon written or oral notice to Authorized Channel, with or without prior notice.

**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](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 milestones.

**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.