



Service Description: Advanced Services – Fixed Price

Design, Installation and Validation of Small Cell vHetNet Solution (ASF-SP0-MOB-VHTNTI)

This document describes Advanced Services Fixed Price: Design, Installation and Validation of Small Cell vHetNet Solution.

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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Design, Installation and Validation of Small Cell vHetNet Solution

Service Summary

Cisco will perform the Design, Installation and Validation of the Small Cell vHetNet Solution. The Project scope is based on network core, which are the vHetNet components of the overall small cell solution and the configuration is fixed, with only IP address, service ports, and security certificate changes to conform the solution to the host network. The fixed design for Small Cell 3G and/or 4G vHetNet Solution components will be based on one of the following three (3) solutions as selected by Customer:

1. Fixed design for Small Cell 3G Small to Residential and Small to Medium Enterprise vHetNet Solution components which will include:
 - vHetNet HNB-GW, Sec-GW
 - vHetNet Sec-GW (standalone)
 - vHetNet Provisioning and Management System:
 - vHetNet Prime Mobility (PC) Network Management Suite
 - vHetNet RAN Management System (RMS)
2. Fixed design for Small Cell 3G Large Enterprises vHetNet Solution components which will include:
 - vHetNet HNB-GW, Sec-GW
 - vHetNet Sec-GW (standalone)
 - vHetNet Provisioning and Management System:
 - vHetNet Enterprise RAN Management System (eRMS)
3. Fixed design for Small Cell 4G Large Enterprises vHetNet Solution components which will include:
 - vHetNet HeNB-GW, Sec-GW
 - vHetNet Sec-GW (standalone)
 - vHetNet Provisioning and Management System:
 - Provisioning and Management System:
 - vHetNet Enterprise RAN Management System (eRMS)

Location of Services

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

Project Supervision

Project supervision will be provided in conjunction with, and is limited to, the supervision of the services and deliverables as

described. Project supervision 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 Plan.
- Provide the following: a). Kick-off Meeting; b). Schedule Resources; and c). Project Management Plan.
- Supervise the project to the agreed upon Project Plan.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide a handover upon project completion.

Customer Responsibilities

- Provide the Cisco Project Supervisor with a list of designated Customer personnel roles and responsibilities.
- Work with the Cisco Project Supervisor 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.

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 describe the vHetNet solution implementation.

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 vHetNet solution implementation.
- 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 solution installation
- 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.

Installation

Cisco Responsibilities

- Manage the installation tasks, including:
 - pre-installation interview;
 - review of Site Plan; and
- Perform installation tasks, including:
 - install Small Cell vHetNet Solution into Customer's network; Creating the functionality of the Customers vHetNet solution.
 - verify the correct installation and commissioning 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 racking, stacking and cabling of Cisco products at End Customer site.
- Provide Site Plan for Cisco review.
- Inspect and review with Cisco the Small Cell vHetNet solution installation, providing validation that the 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

- Provide the Validation Test Plan (VTP).
- Conduct the Small Cell vHetNet Solution tests in the VTP.

Customer Responsibilities

- Review the VTP document, including the configurations and specific set of procedures and/or tests developed by Cisco, before the execution of the VTP.

- Attendance at the Small Cell vHetNet Solution tests, and on completion of the tests, provide sign-off signature that the validation testing of the solution is completed.

General Customer Responsibilities

- Customer acknowledges that this Service is a fixed offer engagement addressing the configuration and testing of the vHetNet solution components only, and does not address the configuration and testing of network elements in the host network, and 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.
- Customer is aware that no product or technology training, beyond the documentation deliverables, is included in this offer and that up to one (1) day of knowledge transfer, regarding the migration, will be included.
- 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 shall take place and complete within 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.