

**SERVICE DESCRIPTION: CHASSIS IMPLEMENT AND INSTALLATION SERVICE- 1 CHASSIS (ASF-SP1-G-NGN-INC4)**

<p><b>Services Summary</b></p> <p>Implementation Services for 1 Chassis during Standard Business Hours for up to one Cisco-selected software release on one (1) product platform (one (1) unit of SKU per chassis), and limited to one of the following products in the Customer infrastructure: NCS 5000/5500, ASR1000 Series, ASR 9000 with exception of ASR9922</p>	<p><b>Service Deliverables</b></p> <p>Project Plan Implementation Plan</p> <p><b>Location of Services</b></p> <p>Services are delivered remotely and onsite.</p>
<p><b>PROJECT MANAGEMENT</b></p>	
<p><b>Cisco Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Provide a project plan which is a baseline document from which the Cisco project manager can manage deliverables, change management issues, and the overall project schedule.</li> <li>• Work with Customer to identify and document dependencies, risks, and issues associated with completion of services.</li> <li>• Provide Customer with identity of Cisco personnel requiring access to Customer premises, where applicable.</li> <li>• Review the Project Plan with the Customer.</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Ensure Cisco is provided with all information, data, and documentation as reasonably required to provide the services within five (5) business days of Cisco’s request.</li> <li>• Provide Cisco with necessary physical and remote access and clearance to Customer site(s).</li> <li>• Coordinate with any external third parties, in relation to services being provided.</li> <li>• Designate a single point of contact to act as the primary technical interface to the designated Cisco engineer.</li> <li>• Review and approve the Project Plan.</li> </ul>
<p><b>IMPLEMENTATION PREPARATION</b></p>	
<p><b>Cisco Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Provide tracking reports of product shipping and status as necessary to appropriately represent Customer’s bill of materials.</li> <li>• Create an equipment inventory list and incorporate it into the project plan.</li> <li>• Create and provide an Implementation Plan that contains the implementation schedule, and processes to verify basic operation, ready-for-service configuration, and verification tests.</li> <li>• Review the Implementation Plan with the Customer.</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Provide any required software licenses for the installation.</li> <li>• Ensure Customer installation locations are prepared to receive the equipment listed on the bill of materials.</li> <li>• Provide Cisco a site survey of the installation location and configuration template ten (10) business days prior to the onsite implementation.</li> <li>• Provide Cisco with details on existing software and hardware.</li> <li>• Review and approve the Implementation Plan.</li> </ul>
<p><b>IMPLEMENTATION</b></p>	
<p><b>Cisco Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Agree with Customer on the implementation schedule.</li> <li>• Unpack, inventory, and inspect equipment per the inventory list.</li> <li>• Install, load Base configuration based upon the Customer provided configuration template, make physical connections to enable uplinks (up to 4 links) only and test the equipment in accordance with the Implementation Plan.</li> <li>• Perform the implementation quality control tests (port tests and diagnostics), including the verification of physical connectivity, hardware availability, configuration, and software release upon same day of implementation completion with the Customer.</li> <li>• In the event of failed implementation testing, Cisco shall develop an action plan that outlines any agreed deficiencies and sets a timeline for deficiency resolution and re-test. Resolution and re-</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Agree with Cisco on the implementation schedule.</li> <li>• 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. Cross-check new equipment against the original order and enter new inventory into Customer inventory tool.</li> <li>• Ensure facility readiness (power lines, environmental, rack space, and all cabling required for the installation and implementation.</li> <li>• Provide storage areas and ensure security on the Customer site(s) for products prior to and during implementation activities.</li> <li>• Make available any personnel and/or access to Customer site as necessary for Cisco to perform the implementation testing and complete quality control testing day of implementation.</li> </ul>

testing will be completed within the Services Period defined above.

- Assist Cisco in developing any necessary action plans, including making corrections to Customer-provided as required.

#### GENERAL CUSTOMER RESPONSIBILITIES

- Services are based upon the accuracy and completeness of 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, and providing resources/personnel to enable Cisco to complete the services within the Services Period defined above.
- In the event there is a need for Cisco to provide additional services beyond those described herein, the parties will address via a separate agreement.
- Customer must provide the resources and personnel described in the Customer Responsibilities sections of this Service Description 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.

#### GENERAL

**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.

**Incorporation by Reference:** The [Glossary of Terms](#) and [List of Services Not Covered](#) posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/) are incorporated by reference into this Service Description.

**If you purchased the Services directly from Cisco,** your **Master Agreement** (as defined in the Glossary of Terms identified above) is also incorporated by reference. If there is a conflict between this Service Description and any of the documents listed above, this Service Description governs such conflict.

**If you purchased the Services through a Cisco Authorized Reseller** then your contract, if any, is between you and your Cisco Authorized Reseller. As such, this Service Description is for informational purposes only and is not a contract between you and Cisco. Your Cisco Authorized Reseller should provide you with a copy of this Service Description and related documents, or you can obtain a copy at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).