

SERVICE DESCRIPTION: CISCO SD-WAN QUICK START IMPLEMENT ASF-EN1-G-SDWAN-QS

<p>Services Summary</p> <p>Software Defined (“SD”) Wide Area Network (“WAN”) Advise and Implement Quick Start assists with implementation of the Cisco SD-WAN solution.</p> <p>Cisco will provide the Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco will provide a Quote for Services (“Quote”) setting out the extent and duration of the Services. Cisco requires a Purchase Order referencing a valid and agreed-upon Cisco Quote.</p>	<p>Deliverables</p> <ul style="list-style-type: none"> • Solution Design Development • Implementation Execution • Test Execution • Knowledge Transfer <p>Location of Services</p> <p>Remote</p>
<p>Service Scope</p> <p>Services are limited to the following pre-defined scope covered in the Cisco Validated Design (CVD) SD-WAN Deployment Guide:</p> <ul style="list-style-type: none"> • Covers vEdge and IOS XE SD-WAN platforms excluding ISRV and CSR1Kv virtual routers • SD-WAN configuration must include the following: <ul style="list-style-type: none"> ○ Amazon Web Services Hosted Controllers (vManage, vSmart, vBond) ○ 1 data center with 2 Edge routers ○ 2 branches with 1 or 2 Edge routers each ○ 2 transport independence options maximum (e.g. MPLS, Internet, LTE) • Smart, centralized policies for hub and spoke topology • Direct Internet Access (DIA) for internal and guest • Critical application SLA (Service level agreement) <ul style="list-style-type: none"> ○ Application aware routing ○ Local policy for branch QoS, if applicable 	<p>Service Exclusions</p> <ul style="list-style-type: none"> • ISRV and CSR1Kv virtual routers • SD-WAN embedded security for application firewall policies, Intrusion Protection Security (IPS) policies, URL filtering policies and Advanced Malware Protection. • Integration to Cisco DNA Center • Integration to third-party devices or third-party software. • Service Insertion • vAnalytics • SNMP and external logging

GENERAL PROJECT MANAGEMENT

<p>Cisco Responsibilities</p> <ul style="list-style-type: none"> • Provide a list of designated Cisco personnel roles and responsibilities. • Participate in scheduled project review meetings or conference calls, if required. • Provide the identity of Cisco personnel requiring access to Customer premises prior to the scheduled date. • The Project Management Service will include a mutually agreed Project Management Plan (“PMP”) provided by Cisco. The PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any ongoing questions. 	<p>Customer Responsibilities</p> <ul style="list-style-type: none"> • Designate a single point of contact to act as the primary technical interface to the designated Cisco resource. • Make key Customer personnel (such as: architecture design and planning, network engineering, network operations staff and site contacts) available to participate during the course of the Services (to provide information, participate in review sessions and to make the site(s) available for Services). • Provide documented Customer requirements (business and technical) and high-level network architecture design specifications. • Provide documented information on Customer's existing network infrastructure design such as: features and services, route plans, addressing schema, call/data flow, security policies, network
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- management and operational processes, respectively.
- Respond within two (2) Business Days, unless otherwise agreed by the parties, to Cisco’s request for documentation or information.
- Coordinate with any Customer third parties, such as the country carrier/Telco activities.
- If applicable, provide an authorized signature for delivery confirmation of Cisco Products at the delivery location.
- Provide test equipment.
- Customer is solely responsible for the determination of its requirements and Customer’s decision to implement design, business or other recommendations provided by Cisco.

SOLUTION DESIGN

Cisco Responsibilities

- Conduct a remote kick off meeting with key Customer personnel and/or stakeholders to review: a) program overview; b) roles and responsibilities (high level RACI); c) contact list; d) project schedule; e) site specific readiness check list.
- Work with Customer to select a pre-defined target use case using the completed site specific readiness checklist
- Create and provide Configuration Templates based on the selected target use case(s).
- Draft the Solution Design Document which includes the following: a) use case topology diagram, b) logical design, c) planning timeline and schedule, d) roles and responsibilities, e) staging and cutover success criteria, f) sample bill of materials (BOM) for one (1) data center and two (2) remote locations.
- Provide the Solution Design Document for review and approval in accordance with Document Deliverable Review and Approval Process.

Customer Responsibilities

- Provide Cisco with the following information two (2) Business Days prior to the scheduled kick off meeting; a) key Customer contact name and roles; b) known risks and/or known issues (if any); c) completed site specific readiness checklist.
- Review and approve the Solution Design Document in accordance with Document Deliverable Review and Approval Process.
- Provide signoff for Solution Design Services in accordance with Completion of Services.

IMPLEMENTATION EXECUTION

Cisco Responsibilities

- Review and confirm the activities and tasks in the agreed upon Solution Design Document.
- Perform SD-WAN configuration, cut-over and connectivity testing for the following components: a) Install one (1) instance of vSmart and vBond and one (1) vManage in the AWS hosted site; b) Remotely deploy configuration templates for one (1) data center with one (1) Edge router and one (1) remote location with one (1) or two (2) Edge router(s).
- Activate vSmart centralized Policies for Hub and Spoke Topology, Direct Internet Access Control Policy, Data Policy and/or Application Aware Routing Policy, if applicable;
- Activate local policy for branch QoS, if applicable;
- Validate the control and data plane connections for applicable transports;
- Push configuration from network management system platform to edge devices;
- Activate necessary vSmart centralized policies.
- Make guidance for second remote location available upon Customer request made within 10 Business Days after completion of first branch site deployment.

Customer Responsibilities

- With Cisco’s input, coordinate and develop an implementation schedule that meets the Customer’s change and release management processes and Cisco’s resource availability.
- Manage the delivery, installation, and configuration of equipment not provided by Cisco, that is required to work with, or act as, part of the Cisco-provided equipment.
- Ensure Cisco has access to Customer personnel and/or Customer site (including physical/remote access to solution, devices, and facilities) as necessary for Cisco to perform the Implementation Execution Services.
- Perform SD-WAN configuration, cut-over and connectivity testing for second remote location with one (1) or two (2) Edge routers
- Rack, stack, power up, and install operating system, including applying any operating system patches and connecting the server to the network.
- Manage any Customer internal change management procedures.
- Make any corrections to Customer-provided and/or installed equipment, as required.
- Open applicable firewall ports to access controller and network management system to connect to the devices.
- Configure the devices to allow Simple Network Management

- Protocol (“SNMP”) communication from/to the network management application.
- Provide signoff for Implementation Execution Services in accordance with Completion of Services.

KNOWLEDGE TRANSFER

Cisco Responsibilities

- Provide information to Customer regarding any course pre-requisites for Customer personnel nominated to attend the Knowledge Transfer workshop.
- Conduct a one Business Day remote Knowledge Transfer workshop via Cisco WebEx for a maximum of four (4) consecutive hours.
- Knowledge Transfer topics include: a) Configuration, administration, and operation of the controller; b) Demonstration of use of key features; c) Configuration, operation, and maintenance of the Cisco network management tool; d) Basic management and troubleshooting of SD-WAN.
- Provide a WebEx recording of the Knowledge Transfer workshop, and any related knowledge transfer material, if applicable.
- Knowledge Transfer workshop(s) will be conducted in English (other languages subject to availability).

Customer Responsibilities

- Provide Cisco with the names and basic profiles of personnel attending the Knowledge Transfer workshop at least five (5) Business Days before commencement of the workshop(s).
- Within five (5) Business Days following completion of implementation, reach agreement with Cisco on the commencement date of the Knowledge Transfer session.
- Ensure that Customer’s personnel attending the Knowledge Transfer session meet all course pre-requisites identified by Cisco.
- Knowledge Transfer does not replace product training related to the solution.
- Provide signoff for Knowledge Transfer Services in accordance with Completion of Services.

GENERAL CUSTOMER RESPONSIBILITIES

- Customer will provide relevant information to Cisco that is up-to-date and valid for the Customer’s current environment. Customer acknowledges that Cisco will rely on such information to provide the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Customer will 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 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

General Assumptions and Exclusions:

- No Cisco Product, including test equipment, is being provided, sold or licensed under this contract.
- Services will be provided by Cisco during standard business hours, on generally accepted days of operation within the relevant region where the Services are performed, excluding local holidays as observed by Cisco (“Business Days”).
- Costs incurred by Cisco that Cisco is unable to mitigate or to cancel associated with (i) Customer’s failure to meet its responsibilities hereunder; or (ii) Project schedule delays outside of Cisco’s control; will be managed through the change request process.
- All Document Deliverables will be provided to Customer in electronic format and in the English language. If Document Deliverables are required to be provided in another language such translation costs will be Customer’s responsibility. In the event of a conflict between any English and any non-English Document Deliverable, the English version shall prevail.
- If applicable, acceptance tests conducted as part of the Services apply only to those Services and do not constitute acceptance or rejection of any Products purchased or licensed separately by Customer.
- Cisco’s recommendations are based upon Customer information provided to Cisco at the time of Services and Cisco shall not be liable for the accuracy or completeness of Customer information contained in Cisco’s recommendations.

Invoicing: Services will be invoiced upon completion of the Services.

Document Deliverable Review and Approval Process: Cisco will provide the Document Deliverable to Customer. Within two (2) Business Days of receipt, Customer will provide Cisco written comment (if needed) or approval of the Document Deliverable. If no written (including e-mail) comment or approval is received by Cisco within such period, the Customer shall be deemed to have accepted the Document Deliverable as provided by Cisco. If Customer provides comments, then Cisco shall address such comments in a timely manner and then resubmit for review and approval. Such review and approval process is limited to two (2) comment cycles. No further Services will be performed until the Customer has accepted the

Document Deliverable.

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. If Customer provides comments, then Cisco shall address such comments in a timely manner and the resubmit for review and approval. Such review and approval process will be repeated until such time as all non-conformances have been resolved. 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. Customer shall not delegate or assign the task of accepting or assessing completion of Milestones to any other party.

Incorporation by Reference: The [Glossary of Terms](#) and [List of Services Not Covered](#) posted at 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/.