



Service Description: Advanced Services – Fixed Price Cisco IOT MPLS Starter Kit (ASF-ESG-CIE-SK)

This document describes Advanced Services Fixed Price: For the Cisco Internet of Things (IoT) MPLS Starter Kit.

ASF-ESG-CIE-SK

Scope

**Up to 3 IoT edge devices
Standard Service Types**

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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Cisco IoT MPLS Starter Kit (ASF-ESG-CIE-SK)

Service Summary

The Cisco Internet of Things (IoT) MPLS Starter Kit provides standard configuration templates and an on-site Customer workshop to configure the Customer's Starter Kit and demonstrate the Standard Service Types. This includes configuring the equipment, demonstrating the functionality and providing a knowledge transfer of the solution. This service is limited to installation of up to 3 IoT edge devices and the Standard Service Types.

Standard Service Types

Edge Technology	Standard Service Types
MPLS	<ul style="list-style-type: none"> • Circuit Emulation Service over Packet Switched Network (CESoPSN) • TCP raw Socket over MPLS VPN (Raw Socket) • Ethernet over MPLS Pseudowire (EoMPLS) • Virtual Private LAN Services (VPLS) • Layer 3 MPLS VPN (L3 VPN)
FAN	<ul style="list-style-type: none"> • IPv4 Meters/Devices • IPv6 Meters/Devices • Distribution Automation

Deliverables

Reference Design
Equipment & NMS Configuration Templates
On-site Configuration, Testing and Demonstration
Knowledge Transfer

Location of Services

Services are delivered as a combination of remote and on site.

Project Management

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the Services.
- Provide a Project Schedule highlighting deliverables, corresponding milestones, planned meetings, resources and timescales.

Customer Responsibilities

- Provide the Cisco project manager (PM) with a list of designated personnel roles and responsibilities.
- Ensure that key personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities.
- Identify primary and backup points of contact as authorized site contacts.
- Participate in any scheduled project review meetings or conference calls, as required.
- Co-ordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within two (2) Business Days of Cisco's request, unless the parties agree to another time period for response.
- Provide an authorized signature for delivery of Cisco Products at Customer location.

Reference Design

Cisco Responsibilities

- Prepare and provide a Starter Kit Reference Design documenting the typical Customer requirements, use cases, recommended service types and solution design.

Customer Responsibilities

- If required, attend the remote workshop where Customer shall share business and technical requirements.
- If requested by Cisco, provide physical and logical network schematics for other network elements that may be necessary for the provision of Services.
- Review the Reference Design with Cisco.

Equipment & NMS Configuration Templates

Cisco Responsibilities

- Develop the Configuration Templates required to demonstrate the standard services on the edge devices.
- Develop the NMS Configuration Templates required by the NMS modules(s) to manage the edge devices.
- Provide the Configuration Templates to the Customer for loading onto the lab devices & NMS server.

Customer Responsibilities

- Ensure complete preparation of Customer's site, verifying that suitable environmental conditions are met and adequate power is available and tested at least five (5) Business Days prior to the implementation.

- Verify that all necessary cabling is available at least five (5) Business Days prior to the implementation.
- Physically mount Cisco Products in accordance with the Cisco product specification.
- Provide any necessary specialist test equipment, as required by Cisco.
- Manage delivery, installation, and configuration of all Customer-provided equipment that is required to work with, or act as part of, the equipment that Cisco is providing.
- Make available any personnel and/or access to End Customer site as necessary for Cisco to perform the implementation and testing.

On-site Configuration, Testing and Demonstration

Cisco Responsibilities

- Implement configuration required to demonstrate standard services on to edge devices.
- Implement configuration templates required to manage edge devices with NMS modules.
- Demonstrate the standard functionality and tests for the Starter Kit. Activities may include:
 - Demonstrate standard Service Types
 - Typical Customer use cases
 - Relevant system tests that demonstrate functionality, traffic flows & fast convergence
 - Key latency, jitter & packet loss metrics
 - Effect of failure events
 - NMS operational capabilities

Customer Responsibilities

- Ensure complete preparation of Customer's site, verifying that suitable environmental conditions are met and adequate power is available and tested at least five (5) Business Days prior to the implementation.
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- Make available any personnel and/or access to End Customer site as necessary for Cisco to perform the implementation and testing.

Knowledge Transfer

Cisco Responsibilities:

- Provide one (1) on site knowledge transfer training session containing topics on design and implementation

for one (1) Business Day for up to four (4) participants. The knowledge transfer may cover some or all of the following content:

- Overview of Cisco solution
- Device installation and configuration
- Network operations
- Operator training

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.

Customer Responsibilities

- Work with Cisco to schedule the knowledge transfer session on site.
- Designate up to four (4) Customer participants to attend the knowledge transfer session.

General Customer Responsibilities

- Customer shall assume liability for all Customer-owned equipment for any loss or damage to the equipment during the implementation.
- 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.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.
- Except as otherwise set forth in the Agreement between the parties, any Deliverables provided by Cisco are for Customer's internal use and subject any licensing, ownership and confidentiality terms specified in the Direct Sale of Cisco section of this document.

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