Service Description: Advanced Services – Fixed Price

Cisco Knowledge Transfer Service for EPN Optical – Remote

(ASF-SP1-G-EPN-KTOR)

This document describes Advanced Services Fixed Price: Cisco Knowledge Transfer Service for EPN Optical – Remote.

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 Knowledge Transfer Service for EPN Optical – Remote

Service Summary

Cisco shall provide Cisco Knowledge Transfer Services for EPN Optical - Remote to Customer for training on the architecture, implementation, and deployment aspects limited to one (1) Cisco optical platform. As related to the Customer’s installed network, the workshop will address the operational aspects the Cisco optical platform; the various card interfaces and their role at the node and network level; the network as designed; circuit provisioning; and network and node level monitoring and troubleshooting. Remote delivery of the service will be performed using Cisco WebEx.

Services

- Instructor-Led Knowledge Transfer

Deliverables

- Training Materials

Location of Services

- Services are delivered remotely via WebEx.

Instructor-Led Knowledge Transfer

Cisco Responsibilities

- Designate a single point of contact ("Cisco Knowledge Transfer Coordinator") to work with Customer to schedule and manage attendee registration and email notifications.
- Provide one (1) instructor led workshop limited to one (1) instructor across one (1) eight (8) hour day, over WebEx; delivered to up no more than twenty-five (25) Customer participants. The Services shall be delivered no earlier than fifteen (15) business days after the acceptance of the Purchase Order and subsequent network access for data gathering. Workshop includes the following curriculum:
  - Cisco optical network architecture and design
  - Functional review of Cisco optical equipment
  - Network provisioning and configuration best practices
Customer Responsibilities

- Designate a single point of contact ("Customer Contact") to coordinate and disseminate all Cisco communication including attendee registration and email notifications.
- Work with Cisco to schedule the training workshop and provide the appropriate Internet connectivity for attendees to join workshop via WebEx.
- Provide remote access to existing network via virtual private network (VPN) or Cisco WebEx fifteen (15) or more days prior to Cisco- and Customer-agreed scheduled start date for workshop.
- Designate up to twenty five (25) participants to attend the scheduled knowledge transfer workshop.
- As a prerequisite, ensure that workshop participants have, at minimum, a basic understanding of Dense Wavelength Division Multiplexing (DWDM) technology.
- Provide adequate classroom facilities for students, as needed, such as enclosed room, Internet access, speaker phone, projection equipment, screen surface, and whiteboard(s). Customer may choose to provide refreshments at their discretion.
- Provide adequate information and methods for Intranet access and connectivity at the knowledge transfer site for all attendees and remote instructor(s) for the duration of the remote instructor-led knowledge transfer. This Intranet access will be used to provide connectivity to Customer’s lab (or network).

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 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.