



Service Description: Advanced Services – Fixed Price

SP Wi-Fi Lab Deployment Service (ASF-SP0-WF-LDEP)

This document describes the Advanced Services Fixed Price: SP Wi-Fi Lab Deployment Service.

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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SP Wi-Fi Lab Deployment Service

Service Summary

The SP Wi-Fi Lab Deployment Service provides for limited plan, design, and implementation, including integration and validation in Customer's lab or other onsite user test environment to demonstrate features, such as Wi-Fi data offload, hotspots, authentication, and accounting ("Services").

Services will include the following activities:

- Implementation of one (1) ISG on ASR1K
- Implementation of two (2) Wireless LAN Controllers in an "N+1" redundancy configuration
- Implementation of one (1) Policy Portal with a standard template (no graphics)
- Implementation of one (1) instance of Cisco Access Registrar

Deliverables

- Planning Discussion Summary
- Core Design of SP Wi-Fi Infrastructure

Location of Services

Services are provided onsite to the Customer.

Cisco Responsibilities

- Identify the Cisco technical point of contact (POC) to work with Customer in planning discussion activities.
- Conduct one (1) onsite session to discuss and review Customer's SP Wi-Fi network architecture, features, and configuration.
- Review with Customer the Customer-provided network design and/or topology to identify the Customer's SP Wi-Fi requirements.
- Document Customer's SP Wi-Fi requirements in the Core Design of SP Wi-Fi Infrastructure within the planning discussion summary and provide the Planning Discussion Summary document to Customer.
- Provide configuration of Wireless LAN Controllers in an "N+1" redundancy with maximum of two (2) SSID(s).
- Provide configuration of one (1) ISG on ASR1K to provide standard subscriber management.
- Provide implementation of the Policy Portal Server with dual-tier policy support.

- Work with Customer to identify the configurations for the Policy Portal to support the following two (2) authentication mechanisms:
 - username and password authentication;
 - EAP-SIM authentication.
- Develop, review, and reach agreement with Customer on the specific node configurations in accordance with the Planning Discussion Summary.
- Configure the node with the agreed configurations for the integration.
- Validate connectivity at the application layer to ensure that the agreed upon node design is operational.

Customer Responsibilities

- Identify a Customer project manager (PM) or technical Point of Contact (POC) to work with Cisco technical POC.
- Ensure key stakeholders, including the Customer project sponsors and/or third party vendor team, are available to participate in the planning discussion and all related meetings.
Review with Cisco the project schedule, objectives, critical success factors, deliverables and roles and responsibilities of Cisco and Customer project team members.
- Provide the network design for the existing and/or planned SP Wi-Fi network architecture, feature, and configuration.
- Review with Cisco the network design and the Customer's SP Wi-Fi requirements to validate them.
- Review the configurations and reach agreement with Cisco on the specific node configurations.
- Perform and ensure the proper installation of the physical hardware, including activities related to rack, power, and cable for the SP Wi-Fi integration.
- Ensure the proper network dependencies and technical requirements of third party equipment within the established timeframe.
- Ensure that the wireless local area network (WLAN) is connected and operational.
- Review and approve the project milestone and service acceptance criteria at least five (5) business days prior to solution implementation.

General Assumptions and Other Responsibilities

- 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.
- All infrastructure will be co-located in one Customer premise.

- The Customer will provide servers for installation of all applications.
- Cisco will not provide Prime NCS support.
- Customer acknowledges that location-based configuration and mapping is not included in 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 trial. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Customer acknowledges and agrees that it is solely responsible for compliance with all laws and regulations, including privacy and data protection laws and regulations, in connection with the Proof of Concept.
- Ensure Customer's personnel are available to participate during the course of the Proof of Concept 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 shall ensure that all necessary licenses, permits, authorizations and approvals have been secured in order that Services as set forth in this Service Description can proceed.
- Where applicable, Customer shall ensure that Customer's Site shall be ready prior to the date scheduled for Cisco to perform the Services.
- 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.

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. 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.