



Service Description: Advanced Services – Fixed Price

Cisco Vision Mobile Replay Plan and Build Service (ASF-SAE-G-AG-RPLAY)

This document describes Advanced Services Fixed Price: Cisco Vision Mobile Replay Plan and Build 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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Cisco Vision Mobile Replay Plan and Build Service

Service Summary

The Cisco Vision Mobile Replay Plan and Build Service provides onsite planning, design and build assistance (the "Services") to Customer for the deployment of the replay capabilities of the Cisco Vision solution. The scope of the Services includes the deployment of streaming and replay for mobile devices using the Cisco Vision Visitor App, or the deployment of replay for high-definition video displays using the Cisco Vision Local Control App, or the deployment of both concurrently. This Service is only available when Cisco Vision Mobile Visitor App Plan and Build Services ("Visitor App") and/or Cisco Vision Mobile Local Control App Plan and Build Services ("LCA") have also been purchased. The below document deliverables marked with an asterisk ("*") will be incorporated to existing deliverable documents delivered as a part of the Visitor App and/or LCA and will not be separately provided under this Service.

Deliverables

- Cisco Vision Customer Requirements Document (CRD)*
- Cisco Vision Configuration
- Cisco Vision Solution Ready for Use (SRFU) Document*
- Testing
- As-Built Documentation*

* Document deliverables will be incorporated into existing documents delivered under separate service.

Location of Services

Services are delivered on site to Customer.

Customer Requirements Document

Cisco Responsibilities

- Gather the required features and functionality for Cisco Vision Mobile Replay solution such as: a). Cisco Vision configuration; b). LAN/WAN network architecture; c). network infrastructure connectivity, including remote access; d). on-premises server deployment; and e). video head end infrastructure and playback requirements.
 - Modify the existing Customer Requirements Document (CRD) to reflect the Customer's required features and functionality requirements for the Cisco Vision implementation. The CRD is a detailed overview of the Customer's existing environment as it pertains to Cisco Vision. The modifications introduced via these Services include the Customer's required functional specifications for the Cisco Vision Mobile Replay implementation, which shall be limited the deployment of streaming and replay for mobile devices using the Visitor App, or the deployment of replay for high-definition video displays using the LCA, or the deployment of both concurrently.
 - Provide the CRD to Customer for review and approval.
- If requested by Cisco, provide physical and logical network schematics for other network elements not included in the scope of this project.
 - Provide and verify interface specifications and requirements. For example, cabling standards and specifications for interconnect of Cisco and Customer equipment.
 - Provide information on distance and interference limitations of interface cables to be used at installation.
 - Perform rack, stack and cabling of all Cisco Vision Mobile hardware in accordance with the CRD, including aforementioned servers, prior to the scheduled onsite activity.
 - Manage delivery, installation, cabling and configuration of equipment not provided by Cisco that is required to work with, or act as, part of the equipment that Cisco is providing.
 - Dispose of unwanted equipment packaging.
 - Ensure that correct physical cables are accessible to the cabinet, assume responsibility for the installation, labeling and testing of all cabling.
 - Work with Cisco to facilitate communication between Customer stakeholders (and between third parties, if applicable) during configuring, installing and testing Customer's Cisco Vision Mobile solution to meet solution requirements captured in the CRD.
 - Staging activities. For these purposes, Customer shall provide staging operations at a facility to be provided by the Customer. This includes checking for DOA, application of final software revision, and preliminary configuration. This also includes testing and burn-in for a mutually agreed to time, and shipment to the Customer or other location agreeable to Customer. Customer is responsible for all costs for shipping and insurance costs from staging facility to end location.
 - Address and troubleshoot all issues related to LAN and power connectivity to servers.
 - Additional cables and/or adapters may be required for solution connectivity and are the responsibility of the Customer.

Customer Responsibilities

- Provide Customer's final requirements to Cisco no later than five (5) Business Days following project kick-off. Provide requested information pertaining to the Customer's desired features and functionality for the StadiumVision implementation.
- Review and approve the CRD with Cisco within five (5) days of delivery by Cisco.
- Customer acknowledges and agrees that Cisco will not proceed with design and configuration until Customer has provided sign-off on the CRD.

Design and Configuration

Cisco Responsibilities

- Configure Cisco Vision Mobile solution servers, which may include: a). Encoding Server(s); b). HD Replay Server; c). Wi-Fi Edge Server; d). Management and Sync Server; and e). StadiumVision Gateway Server in accordance with the CRD.
- Integrate the Cisco Vision Mobile solution with the existing Video Head End infrastructure at the venue in accordance with the CRD.
- Integrate the Cisco Vision Mobile solution with the existing StadiumVision digital signage as required in order to support playback on high-definition video displays.

Customer Responsibilities

- Provide IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data to Cisco at least five (5) days prior to the scheduled onsite activity.

Solution Ready For Use (SRFU) Document and Testing

Cisco Responsibilities

- Modify the existing Cisco Vision Solution Ready for Use (SRFU) document to include tests for Cisco Vision Mobile Replay in accordance to the CRD. The Cisco Vision Mobile Replay solution consists of hardware and software for integration, management and delivery of streaming video to mobile devices, and video replays to mobile devices and/or high-definition video displays for sporting and other venues. SRFU refers to a plan that describes the test cases that will be executed to validate the implementation of the individual components and all interactions between solution hardware and software

components referenced in the CRD to simulate an actual event at the venue.

- Perform testing activities at the venue in an empty venue environment (which for the purposes of this service description shall mean when a live sporting event, or other primary use event is not being held at the venue), in accordance with the agreed SRFU test plan.
- Update the Cisco Vision SRFU plan with the SRFU tests results and provide the updated Cisco Vision SRFU document to Customer.
- Following execution of the SRFU, provide the SRFU with test results to Customer for review and approval.

Customer Responsibilities

- Provide input necessary for Cisco to develop the criteria and test/use cases to be used in the SRFU, as required by Cisco.
- Review and approve the completed SRFU with Cisco within five (5) days of delivery by Cisco.

AS-Built Documentation

Cisco Responsibilities

- Modify the existing As-Built Documentation to reflect the deployment details of the Cisco Vision solution following the delivery of these Services. As-Built documentation may include information such as appropriate design documentation, system utilities, all passwords and log-in, support processes, logging processes and locations, and third-party contacts.
- Provide the updated As-Built Documentation to Customer with Cisco within five (5) days of delivery by Cisco.

Customer Responsibilities

- Review and approve the updated As-Built Documentation with Cisco within five (5) days of delivery by Cisco.

Document Deliverable Review Process

For Document Deliverables that are subject to review and approval from Customer, the parties will adhere to the following review and approval process:

- Cisco will present the draft Document Deliverable to Customer when the document is ready for review and approval.
- Customer shall review the draft Document Deliverable with Cisco, providing written comment or approval of the Document
- Deliverable within two (2) business days immediately after completion of such review.

- If no comment or approval is received by Cisco within said time period, the Document Deliverable as provided by Cisco will be deemed to be accepted by the Customer.
- If Customer provides comments, then Cisco shall address such comments in a timely manner and this process for review and approval will be repeated.

General Customer 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.
- 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.

Project Assumptions

- Equipment installations and cabling are not included in the Services.
- SRFU testing will be performed on no more than three (3) mobile device types mutually agreeable to Cisco and Customer.

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.