



## Service Description: Advanced Services – Fixed Price

### Mobile Packet Core – Implementation of Inline Feature Service (ASF-SP0-MI-INL)

This document describes Advanced Services Fixed Price: Mobile Packet Core – Implementation of Inline Feature Service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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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#### Mobile Packet Core – Implementation of Inline Feature Service

##### Service Summary

Cisco will design and implementation one (1) inline feature/inline service for one (1) ASR5000/ ASR5500 network function running on two (2) ASR5000/ ASR5500 nodes ("Services"). Customer shall inform Cisco in writing which inline service/feature it has chosen from the following list. Chosen inline service is subject to, the existing functions(s) enabled on the node:

- Ad Insertion
- Header Enrichment
- Application Detection and Optimization (P2P Blocking)
- Firewall/NAT
- Layer 2 Tunneling Protocol (L2TP)
- Bulkstat
- Layer-3 Tunneling
- SNMP
- IPSec
- VLAN-IP Pools
- IPv6
- PPP
- APN IP
- AAA-QoS
- GTP
- Billing
- BGP
- MPLS
- Service Steering

The Services will include the following deliverables:

- Design Document
- Test Object List (TOL)
- Method Of Procedure (MOP)

##### Location of Services

Services are delivered onsite and remote to the Customer.

## Planning Discussion

### Cisco Responsibilities

- Work with Customer to understand their network environment and to qualify Cisco's understanding of their requirements for the ASR5000/ ASR5500.
- Conduct one (1) onsite session to present, discuss and collect information on the following:
  - ASR5000/ ASR5500 features and capabilities
  - Design considerations
  - Integration touch points
  - Call flows
  - ASR5000/ ASR5500 configuration requirements, e.g. user pool information, IP address and vlan information
- Provide Customer dependencies and requirements that the Customer needs to meet in their network to enable inline service.
- Document and provide meeting notes.
- A single point of technical contact is provided to the Customer.

### Customer Responsibilities

- Contact information for the Customer PM and technical lead is made available to Cisco.
- Agree with Cisco on the chosen inline service.
- Provide Customer's final requirements upon commencement of the Services. Customer must provide the final Customer's requirements before Cisco will commence the design activities.
- Ensure key stakeholders, including the Customer team and/or 3rd party vendor team, are available to attend the organized session and meetings.
- Prepare and provide the following information to Cisco during the onsite meeting:
  - ASR5000/ ASR5500 features and capabilities
  - Design considerations
  - Inline services
  - Integration touch points
  - Call flows
  - Equipment configuration requirements, e.g. user pool information, IP address and vlan information
- Ensure Customer's network meet the dependencies and requirements as provided by Cisco to enable Cisco to implement the inline service.

## Design Development

### Cisco Responsibilities

- Review the Customer requirements and provide a design document that captures the call flows and the system design in a word document.
- Provide a Customer Information Questionnaire (CIQ) in the excel sheet format that shall include the configuration parameters based on Customer's provided requirements.
- Develop the ASR5000/ ASR5500 configurations to enable the chosen inline service to be implemented.

- Review the design document and CIQ with Customer for comment and approval.
- Provide design document and CIQ incorporating feedback from Customer following their review.

### Customer Responsibilities

- Provide topology, design, configuration information and any other necessary data to enable Cisco to provide the design document.
- Review the design document and CIQ with Cisco for comment and approval.

## Test Object List Development

### Cisco Responsibilities

- Develop and provide a list of proposed test cases with a brief description in Test Object List (TOL) in accordance with the design document and CIQ. The TOL is to focus on verification of the key functionalities of the inline service enabled on ASR5000/ ASR5500.
- Review the TOL with Customer for comment and approval.

### Customer Responsibilities

- Provide any assistance and information as requested by Cisco to enable Cisco in developing the test cases.
- Review the TOL within two (2) business days upon receipt of the TOL.
- Ensure that dependencies and requirements for enabling inline service are met.
- Review the TOL with Cisco for comment and approval.

## Test Execution

### Cisco Responsibilities

- Implement and configure the ASR5000/ ASR5500 with the agreed design document.
- Execute the agreed Test Object List. Both parties agree that only one (1) test cycle shall be performed.
- Capture and document the test results in the Test Object List.
- Provide 24 hours advanced notice to Customer to enable Customer to designate personnel to witness the execution of the TOL.
- Provide up to two (2) consecutive business days of remote support the next business day after test execution completion.

### Customer Responsibilities

- Customer PM to identify, facilitate, and schedule Customer resources required to witness the execution of the TOL.
- Provide test equipment and resources that may be required for test execution.
- Ensure the dependencies and requirements to enable the inline service are met within agreed upon timeframes as agreed during the planning discussion.
- Review and sign off on the TOL with updated test results.

### Method of Procedures (MOP) Preparation

#### Cisco Responsibilities

- Develop and provide MOP(s) for the live nodes (up to two nodes) based on the design document and TOL. The MOP shall include detailed steps on how to execute the design document.
- Review the MOP with Customer for comment and approval before formally completed and released.

#### Customer Responsibilities

- Provide MOP template to Cisco within one (1) business day of conducting the information gathering session under the planned discussion service.
- The MOP does not include enabling or testing a new ASR5000/ ASR5500 network function or implementing a new ASR5000/ ASR5500.
- Review the MOP within two (2) business days upon receipt of the MOP.
- Review the MOP with Cisco for comment and approval before formally completed and released.

### Method of Procedures (MOP) Execution

#### Cisco Responsibilities

- Working with Customer in executing the MOP and verify the completed inline service on the ASR5000/ ASR5500 in accordance with the agreed MOP.
- Provide up to one (1) business day of remote support for the next business day after MOP execution.

#### Customer Responsibilities

- Ensure there is an existing installed base of ASR5000/ ASR5500.
- Identify, facilitate, and schedule Customer resources required for the MOP.
- Schedule the maintenance window to execute the MOP in agreed upon timeframe with Cisco.
- Provide test equipment and resources that may be required for MOP verification steps.

- Ensure the dependencies and requirements in the equipment are met within agreed upon timeframes as provided by Cisco.
- Establishing the environment, which includes ASR5000/ ASR5500 hardware installation, rack, power and cable; providing any relevant gear for MOP verification; and UE.
- Ensure all pre and post MOP verification steps, e.g. drive testing, application testing has been executed.

### 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, network engineering and operations 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.
- Unless otherwise agreed by the parties, ensuring that Cisco's request for information or documentation needed for the Services is provided within two (2) business day of Cisco's request.
- Environment establishment (rack/power/cable) with any relevant test gear, radio gear, UE is Customer's responsibility.
- The testing for enabling inline service will focus on the key functionality limited to 25 test cases.
- The ASR5000/ ASR5500 already exists in the Customer's network.
- Customer acknowledges that performance testing is out of the scope.
- Environment establishment (rack/power/cable) with any relevant test gear, radio gear, UE is Customer's responsibility.
- Customer is responsible for making any changes required in the all the equipments.
- Customer expressly understand and agree 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. 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.