



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services – WLAN Voice Development Service (ASF-CPSA-WLVD)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services WLAN Voice Development Service available under the Collaborative Professional Services Program ("Program").

Direct Sale from Cisco to Authorized Channel. If you have purchased these Services directly from Cisco, this document is incorporated into your Collaborative Professional Services Agreement ("Agreement"), Collaborative Professional Services – General Service Terms under the Cisco Services Partner Program, a services exhibit that addresses transaction advanced services ("AS-T") or an equivalent agreement executed between you and Cisco which authorizes your participation in the Program. In the event of a conflict between this Service Description and your Agreement or equivalent services exhibit or agreement, this Service Description shall govern. For purposes of an AS-T exhibit executed between Cisco and Authorized Channel, this Service Description shall be deemed as a Statement of Work ("SOW").

Cisco shall provide a Quote for Services ("Quote") setting out the appropriate fee that shall be paid by Authorized Channel for the services selected. Cisco shall provide the WLAN Voice Development Service described below as detailed on Purchase Order that references the purchaser's email address, Deal ID, Services Part No and Service Fee as defined in the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Cisco Collaborative Professional Services WLAN Voice Development Service

Service Summary

The Cisco Collaborative Professional Services ("CPS") WLAN Voice Development Service provides remote assistance (the "Services") to Authorized Channel for the deployment of End User's WLAN Voice which includes High Level Design Development, Detailed Design Development, Network Implementation Plan Development and System Acceptance Test Plan Development.

Location of Services

Services are delivered remotely to Authorized Channel.

High Level Design Development

Analyze the prerequisite End User's information provided by Authorized Channel in order to develop a High Level Design ("HLD") that will consider the End User's network future growth requirements and Cisco WLAN Voice leading practices.

Cisco Responsibilities

- Work with Authorized Channel to understand End User's WLAN Voice environment and achieve a common understanding of End User's requirements.
- Provide the High Level Design Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Create and provide the High Level Design which may include some or all of the following:
 - comparing solution level requirements with standard Cisco WLAN Voice solutions and architectures; performing a gap analysis between the high level design and the solution level requirements and develop recommendations to resolve gaps, as required;
 - identifying any needed changes to the bill of materials based on the gap analysis and making change recommendations for the bill of materials;
 - determining any key risks of the design and providing design recommendations and proposed changes to help mitigate risks, if any.
- Review with the Authorized Channel the bill of materials and any recommendations to update the High Level Design.
- Review the High Level Design with Authorized Channel for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Complete the Pre-requisite Template for WLAN Voice.
- Designate key Authorized Channel contacts including network architects and personnel who shall be available for ongoing information gathering and feedback during the Services.
- Provide information and other details containing: (i) Customer's WLAN Voice service design objectives to Cisco (for example, change management requirement, compliance requirement, type of devices etc.); (ii) End User's security requirements; (iii) Voice over WLAN

(VoWLAN) solution requirements; (iv) future growth requirements and solution build-out time frames.

- Provide all information as requested by Cisco to be documented in the Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco including
- Provide physical and logical network schematics for End User's existing network.
- Provide full details of current network topology, including access, distribution, and core layers, types of switches and routers in each layer, Internet Protocol (IP) addressing and sub-netting for each layer, and features and services that have been enabled on the network.
- Review the High Level Design with Cisco, providing comment and approval before it is formally completed and released.

Detailed Design Development

An implementation-ready detailed design for the WLAN Voice will be developed for the Authorized Channel. The Detailed Design does not include configurations for any third party applications.

Cisco Responsibilities

- Conduct telephone interviews with designated contact of the Authorized Channel covering the design of the WLAN Voice.
- Provide the Detailed Design Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco to review the design provided by the Authorized Channel.
- Create and provide the Detailed Design document which may include some or all of the following: a). CUWN infrastructure requirements like routing and switching, DHCP, DNS and NTP; b). low-level integration details for implementing the CUWN using Wireless LAN Controller, APs, wireless handsets and Wireless Control System; c). CUWN configurations with respect to SSID, security policy, authentication and authorization configurations including IEEE 802.1x authentication to the RADIUS server or external database for Corporate users; d). mobility, quality of service (QoS) and call capacity planning for VoWLAN; e). Auto-RF / Radio management configurations with respect to RF interference, transmit power, and channel selection; f). local device management and WLAN infrastructure protection policies; and g). configuration details for WCS to centrally manage the wireless network.
- Gather and analyze the following information:
 - security and scheduling parameters;
 - backup/disaster recovery requirements;
 - video, data, or groupware integration requirements for Cisco applications only; and
 - provide relevant cisco.com links to Authorized Channel.

- Review the Detailed Design with Authorized Channel for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Ensure that Authorized Channel key networking personnel are available to participate in telephone interview sessions as required to enable Cisco to understand End User's business and technical requirements for the network.
- Define IP addressing for network devices.
- Provide a high-level architectural drawing showing the type of Hardware, Software, and application, voice solution configurations and where they are physically located (for example, geographical location or location within the Network).
- Provide details of Signal coverage, Signal strength, Interference, and traffic pattern analysis along with network utilization, accuracy, and efficiency metrics for voice deployment by means of active / passive RF survey report
- Provide all information as requested by Cisco to be documented in the Detailed Design Pre-requisite Template to include End User network information within ten (10) Business Days following receipt of the Pre-requisite Template from Cisco. This document shall include the following information: a). Physical and logical network schematics for existing data and voice network where applicable; b). Information and other details containing: (i) Customer's WLAN Voice Solution design objectives to Cisco; (ii) WLAN SSID requirements; (iii) End User's security requirements; (iv) WLAN solution performance and resiliency requirements; (v) future growth requirements and (vi) solution build out time frames; c). security policy, and features already deployed in the End User's current network; d). documentation that defines the current network topology, including access, distribution, and core layers, types of switches and routers in each layer, IP addressing and sub-netting for each layer, and features/services that have been enabled on the network; and e). data networking configurations, Core routing protocols, LAN/WAN connectivity, QoS and Access Control Lists (ACL); f). complete IP addressing and VLAN details with respect to WLAN solution for deployment of voice; g). information about placement of devices like WLC, WCS in the data center, APs, Call Manager servers and Voice gateways; and h). recommended settings for WLAN to maximize wireless handset performance on the existing IP telephony network infrastructure according to the design.
- Review the Detailed Design with Cisco, providing comment and approval before it is formally completed and released.

Network Implementation Plan Development

Develop a Network Implementation Plan (NIP) that identifies the processes and the Cisco Product necessary to implement and operate the WLAN Voice solution. The NIP is a guide for the Authorized Channel's implementation engineer to follow. It

contains node and site specific installation requirement information and records the basic tests and actions for implementation. It also provides references to product documentation, such as administration guides and technical notes.

Cisco Responsibilities

- Create and provide a Network Implementation Plan. The NIP document provides the information necessary for the Authorized Channel to carry out the implementation of the equipment at the End User location and to verify basic operation and ready for service configuration. Ready-for-service means that the network, or a subset of it, is functioning as per the specifications documented in the NIP.
- Review the Network Implementation Plan with Authorized Channel for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Provide End User building layout, including the floor plan, cabling and power location for applicable site.
- Provide and verify interface specifications and requirements. For example, cabling standards and specifications for interconnect of Cisco and End User equipment.
- Provide information on distance and interference limitations of interface cables to be used at installation.
- Provide Cisco with the test plan and interconnect process required by any third parties including but not limited to in country carrier/telco prior to NIP completion.
- Provide Cisco with required documentation which may include the following: a). site-specific implementation requirements; b). site contacts, location and considerations; c). site specific installation requirements; and d). site specific information from bill of materials.
- Review the Network Implementation Plan with Cisco, providing comment and approval before it is formally completed and released.

System Acceptance Test Plan Development

The System Acceptance Test (SAT) plan should be used following completion of implementation to verify that the WLAN Voice system as designed meets system requirements.

Cisco Responsibilities

- Create and provide the System Acceptance Test Plan document. The SAT Plan document defines and records the specific set of procedures and/or tests developed by Cisco and agreed to by the Authorized Channel that are

necessary to test the Cisco product and to declare that it is ready for use. The SAT Plan may include the following:

- identifying facility and infrastructure requirements for testing;
 - identifying tools required for executing the test cases;
 - if required, developing test case priorities, test lab topology, role and responsibilities, testing processes, and severity levels; and
 - developing the test cases to include test case objectives, procedure (step-by-step), expected result, and pass/fail criteria.
- Review with Authorized Channel the System Acceptance Test Plan for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Provide input necessary for Cisco to develop the SAT Plan.
- Agree on the specific set of procedures and/or tests in the SAT Plan document developed by Cisco.
- Ensure that all the network, telecom and operations teams are represented in development of test plans and co-ordinate for all meetings.
- Ensure participation of lab manager in scheduled review and interview sessions.
- Review the System Acceptance Test Plan with Cisco for comment and approval before it is formally completed and released.

General Authorized Channel Responsibilities

- Authorized Channel shall ensure that, End User understands and agrees i.) that Authorized Channel is providing its own proprietary services together with the Cisco Services herein; and ii) that in connection with Authorized Channel's performance of its own proprietary services, Authorized Channel must provide to Cisco certain End User information, documents and/or other technical data as required for Cisco's subsequent use in connection with Cisco Services.
- All information (such as but not limited to: designs, topologies, requirements) provided by Authorized Channel is assumed to be up-to-date and valid for the End User's current environment. Cisco deliverables are based upon information provided to Cisco by Authorized Channel at the time of the Services.
- Authorized Channel acknowledges that the completion of Service is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- Identify Authorized Channel'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 Authorized Channel'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.
- Services provided by Cisco comprise technical advice, assistance and guidance only. Authorized Channel expressly acknowledges and agrees that its solely responsible for the implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. The information containing in the documentation deliverables are based on the information provided by the Authorized Channel to Cisco, and Authorized Channel shall remain responsible for the accuracy or completeness of the information during the provision of the Services described herein and for the final determination of End User's network design, architecture, implementation, business or other requirements.

License of Deliverables

- Cisco grants to Authorized Channel a limited, revocable, non-exclusive, non-transferable license (a) to use, display, reproduce, modify, and distribute Deliverables; and (b) create, use, reproduce, and distribute derivative works of the Deliverables. The license herein is granted solely for Authorized Channel's support of End Users during the term of the agreement between Cisco and Authorized Channel and solely for use with Cisco products. Authorized Channel may not sublicense, to any persons or entity, any rights to reproduce or distribute the Deliverables. Cisco also may terminate this license upon written or oral notice to Authorized Channel, with or without prior notice.

Limitation

- **AUTHORIZED CHANNEL EXPRESSLY ACKNOWLEDGES AND AGREES THAT IT IS SOLELY RESPONSIBLE FOR THE DETERMINATION AND IMPLEMENTATION OF THEIR END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS. CISCO SHALL NOT BE RESPONSIBLE FOR THE FAILURE OF CISCO'S COLLABORATIVE PROFESSIONAL SERVICES, DELIVERABLES, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS.**

Representation of Cisco Brand

Authorized Channel agrees to comply with the Collaborative Services Branding guidelines located under "Resources" at <http://www.cisco.com/web/partners/services/programs/collaborative/index.html>, which is incorporated herein by reference.

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 Authorized Channel. The Authorized Channel shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Authorized Channel'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 Authorized Channel's acceptance of completion of the Services in accordance with this Service Description.