



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

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
 - Network management, software upgrade and monitoring
 - Troubleshooting principles
 - Hands-on lab exercises, as applicable, to cover topics listed above

- Gather information on Customer's existing network prior to delivery of knowledge transfer workshop which will be used to construct course content.
- Generate and provide WebEx link for Customer to dial in during the one (1) eight (8) hour day of knowledge transfer workshop.
- For Customer that provides Customer lab equipment (or Customer network) and access to lab equipment (or network) as described herein, Cisco will provide remote instructor-led, hands-on lab instruction using the Customer's lab (or network). For non-traffic bearing network access, full demonstration and attendee "stick" driving by Customer attendees will be provided via direct Intranet access. Remote instructor will provide lab guidance via Cisco WebEx across internet. For traffic bearing networks, Cisco will provide lab instruction via "read only" access to Customer network, as allowed by Customer.

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.
- Provide adequate classroom facilities such as enclosed room, Internet access, 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).

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.
- Customer expressly understands and agrees that the Services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer is responsible for determination of its requirements, and Customer shall retain overall responsibility for any business process impact and any process change implementations.
- Customer shall provide documentation and information that sets out and describes in brief the network architecture and network goals and requirements prior commencement of 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.
- With the exception of interactive discussion during the training, Customer understands that the Service excludes any customization of course content and any additional, specific training outside the scope of the planned content will need to be purchased under a separate statement of work.
- Information delivered by Cisco cannot be recorded or distributed internally or externally without consent from Cisco.

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.