



## Service Description: Advanced Services – Fixed Price

### Cisco Knowledge Transfer Service for EPN – Remote

#### (ASF-SP1-G-EPN-KTER)

This document describes Advanced Services Fixed Price: Cisco Knowledge Transfer Service for EPN – Remote.

**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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#### Cisco Knowledge Transfer Service for EPN – Remote

##### Service Summary

Cisco shall provide Cisco Knowledge Transfer Services for EPN - Remote to Customer for training on the architecture, implementation, and deployment aspects limited to one (1) Cisco Evolved Programmable Network (EPN) platform. 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 two (2) instructors across four (4) consecutive days, each being up to four (4) hours, over WebEx; delivered to no more than eighteen (18) Customer participants. The Services shall be delivered no earlier than

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fifteen (15) business days after the acceptance of the Purchase Order. Workshop includes the following curriculum for either the Cisco NCS 6000 Series or the Cisco ASR 9000 Series:

- Cisco EPN-based network architecture and design
  - Redundancy and high availability
  - Network provisioning and configuration best practices
  - Network management, software upgrade and monitoring
  - Cisco IOS-XR and Virtualized IOS-XR Fundamentals
  - Deployment guidelines
  - Troubleshooting principles Infrastructure Security
- Generate and provide WebEx link for Customer to dial in for all four (4) days of the knowledge transfer.

#### **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, provide appropriate Internet connectivity for attendees to join the workshop via WebEx.
- Designate up to eighteen (18) participants to attend the scheduled knowledge transfer workshop.

#### **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.