



Service Description: Advanced Services – Fixed Price

Mobile Packet Core – Installation and Commissioning Level-4 Service (ASF-SP0-MI-INC-L4)

This document describes Advanced Services Fixed Price: Mobile Packet Core – Installation and Commissioning Level-4 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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Mobile Packet Core – Installation and Commissioning Level-4 Service

Service Summary

Cisco will perform the installation and commissioning of the mutually agreed hardware line-card or Packet Services Card (PSC) in one (1) ASR5000 ("Services"). This installation and commissioning will be performed in accordance with the procedure that has been validated in Customer's environment. Customer understands that the installation and commissioning shall be completed remotely. Customer shall inform Cisco in writing prior to the commencement of the Services whether the Services are to install and commission PSC or hardware line-card on one (1) ASR5000.

Location of Services

Services are delivered remotely to the Customer.

Customer Information Questionnaire (CIQ) Preparation

Cisco Responsibilities

- Conduct one (1) offsite session to collect information to fill in the CIQ. The information requested from Customer may include:
 - Cabling and port details
 - VLAN numbering and IP addressing
 - Application related, e.g. user pool details
 - Integration touchpoints and any related details
- Document and provide the CIQ in the excel sheet format.
- Provide a single, technical point of contact to the Customer.

Customer Responsibilities

- Provide points of contact information, including that of the Customer project manager (PM) and technical lead.
- 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 CIQ information collection session:
 - Cabling and port details
 - VLAN numbering and IP addressing
 - Application related, e.g. user pool details
 - Integration touchpoints and any related details

- Ensure all pre- and post-MOP verification steps, e.g. drive testing, application testing has been executed.

Method of Procedures (MOP) Preparation

Cisco Responsibilities

- Develop and provide MOP based on the CIQ. MOP provides the steps to perform the installation and commissioning of the mutually agreed hardware line-card or PSC and verification steps and any back out steps to confirm that the installation and commissioning is successful. The MOP shall not include enabling or testing a new ASR5000 hardware line-card or PSC that is not validated in the Customer's network.
- Provide Customer dependencies and requirements outside of ASR5000 that the Customer needs to meet for MOP execution
- Review the MOP with Customer for comments before formally completed and released.

Customer Responsibilities

- Ensure to meet the dependencies and requirements as provided by Cisco to enable Cisco to execute the MOP.
- Provide MOP template to Cisco within one (1) business day after conducting the information gathering session for the CIQ.
- Review the MOP within two (2) business days upon receipt of the MOP for comment and approval before formally completed and released.

Method of Procedures (MOP) Execution

Cisco Responsibilities

- Work with Customer in executing the MOP and verify the completed installation and commissioning 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.
- 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.
- Establish the environment, which includes ASR5000 hardware installation, rack, power and cable; and, provide any relevant equipment (e.g. User Device, Test Simulator etc.) for MOP verification.

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.
- Customer acknowledges and agrees that it is solely responsible for enabling or testing a new ASR5000 hardware line-card or PSC that is not validated in the Customer's network.
- Ensure establishment of the Customer environment, including providing any rack, power, and cable for relevant test gear, radio gear, and user equipment. Customer is responsible for making any required changes to the equipment.
- 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.
- 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.

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.