



Service Description: Advanced Services – Fixed Price

Cisco MI Deployment Service for MPC ASR 5000 EXGW (ASF-SP0-MI-INC-EXGW)

This document describes Advanced Services Fixed Price: Cisco MI Deployment Service for MPC ASR 5000 Enterprise X-Gateway (EXGW).

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 MI Deployment Service for Mobile PC ASR 5000 EXGW

Service Summary

Cisco will install, commission, and integrate one (1) ASR 5000 chassis for 3G + 4G services -- EXGW ("Services"). This installation and commissioning will be performed in accordance with the procedure validated in Customer's environment. Services are to integrate one (1) ASR 5000 with the other network elements and include the following activities:

- One ASR 5000 chassis that hosts an EXGW and integration of Multi Protocol Label Switching (MPLS), Network Mobility (NEMO), Gateway GPRS Support Node (GGSN), Home Agent (HA), and Packet data network Gateway (PGW)
- Verify the integrated chassis
- Traffic migration support for one (1) customer per type of enterprise solution

Services

- Customer information questionnaire (CIQ) preparation, including a one (1) day on site visit for pre-integration workshop
- Method of procedure (MOP) preparation
- MOP execution for installation, commission, integration, and verification within seven (7) maintenance windows (MW) as:
- Two (2) days onsite during the MW
- Five (5) days remote support during the MW

Deliverables

- CIQ
- MOP

Location of Services

Services are delivered remotely and on site to the Customer.

Customer Information Questionnaire (CIQ) Preparation

Cisco Responsibilities

- Conduct one (1) remote session to collect information to complete the CIQ. The information requested from Customer may include:
 - Cabling and port details
 - VLAN numbering and IP addressing
 - Application-related information, (i.e. user-pool details)

- Integration touchpoints and any related details
- Document and provide the CIQ in spread 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 third 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 as requested by Cisco.

MOP Preparation

Cisco Responsibilities

- Develop and provide a MOP document based on the CIQ. The MOP provides the steps to
 - Install, commission, and integrate ASR 5000 with EXGW;
 - Verify the installation;
 - Back out steps (used if the installation was not successful).
- Provide Customer dependencies and requirements outside of ASR 5000 that the Customer needs to meet for MOP execution.
- Review the MOP document with Customer for comment and approval before it is formally completed and released.

Customer Responsibilities

- Ensure Customer meets the dependencies and requirements 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 document within two (2) business days upon receipt of the MOP for comment before it is formally completed and released.

MOP Execution

Cisco Responsibilities

- Work with Customer in executing the MOP and verify that the completed installation and commissioning is in accordance with the MOP.

Customer Responsibilities

- Ensure the network elements connecting to ASR 5000 are available and functional.
- Identify, facilitate, and schedule Customer resources required for the MOP preparation.

- Schedule the maintenance window to execute the MOP in the agreed upon timeframe with Cisco.
- Provide test equipment and resources that may be required for MOP verification steps.
- Ensure that the dependencies and requirements in the equipment are met within agreed upon timeframes as provided by Cisco.
- Establish the environment, which includes ASR 5000 hardware installation, rack, power and cable; and, provide any relevant equipment (e.g., user device, test simulator etc.) for MOP verification.
- Ensure that all pre- and post-MOP verification steps, (i.e. drive testing, application testing) have 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.
- Customer acknowledges and agrees that it is solely responsible for enabling or testing a new ASR 5000 that is not validated in the Customer's network.
- Customer shall 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, ensure that Cisco's request for information or documentation needed for the Services is provided within two (2) business days 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.