



Service Description: Mobility Cisco Policy Suite (CPS) Optimization Service

This document describes Cisco's Mobility Cisco Policy Suite (CPS) Optimization Support 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; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

This Mobility CPS Optimization Support Service is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network is supported by Cisco's Foundation Technology Service Provider Optimization Service. Cisco shall provide the Mobility CPS Optimization Support Services described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein. Availability of Services described herein and service delivery may vary by geographical region.

Cisco Mobility CPS Optimization Support Service

Service Summary

Cisco Mobility CPS Optimization Support Service provides Mobile Wireless-specific help for your Mobility CPS support staff in the form of Design Support, Software Strategy, Network Health Checks, and Continuous Learning service modules.

Services performed under this Service Description that are comparable to those services performed under Cisco's Foundation Technology Service Provider Optimization Service will build upon the original service support therein and will be focused on the specific technology described in this Service Description.

Cisco Responsibilities

Cisco's Mobility CPS Optimization Support Service consists of the provision of, at a minimum, Design Support, from the Services described below, which Cisco shall provide for the Customer's Network during Standard Business Hours (unless stated otherwise). Cisco shall provide the following General Support provisions for all Services selected by Customer under the Cisco Mobility CPS Optimization Support Service:

General Support

- Designate an engineer ("Cisco Mobility CPS Network Consulting Engineer") to act as the primary interface with the Cisco project manager appointed for the Customer.
- Participate in regular visits to the Customer as required by the project manager either via phone or in-person to review proactive deliverables and activities and to plan for next quarter. Additional visits will be mutually agreed at Cisco's then-current travel and labor rates.
- Designate engineer(s) to work with the Cisco project management and the primary Cisco Mobility CPS Network Consulting Engineer.
- Participate in periodic conference calls (usually weekly) to review Customer's Network status, planning and the Services being provided.
- Monitor a Customer-specific Cisco email alias to facilitate communication with primary Cisco Mobility CPS Network Consulting Engineer as well as the engineers on the Cisco's Mobility CPS support team.
- Cisco Mobility CPS Consulting Engineer may utilize Customer provided data, scripts or internal tools to assist in collecting data from the Network.

CPS Solution Health Checks

• CPS Performance Audit and Recommendations

- Create CPS Platform Performance Audit and Recommendation Report by collecting and analyzing Key Platform system data from the CPS Solution over a specified timeframe

- Check for issues in the areas of Fault, Performance and Capacity Management which are directly related to CPS solution stability and availability.
- If applicable, following system parameters for CPS platform will be part of the report:
 - PCRf Client Availability – SVN service
 - PCRf Client Availability – Policy Builder
 - QNS Availability
 - QNS CPU Utilization
 - Average load
 - Memory Utilization
 - Server Availability
- **Configuration Audit and Best Practices Report**
 - Cisco will help the Customer in identifying Cisco CPS Solution configuration issues by checking the existing configuration against best practice guidelines formulated by Cisco field engineers
 - Cisco will tune configuration to remove unnecessary configurations, identify potential erroneous configuration, and optimize configuration as required.
 - Cisco will help Customer improve the security of a Cisco CPS Solution, decrease resource utilization, improve manageability, and reduce complexity by optimizing CPS internal traffic cycles
 - The best practices report typically includes:
 - Hardware platform Configurations / Misconfigurations
 - System Configurations / Misconfigurations
 - Policy Configurations / Misconfigurations
 - Configuration Optimization and Recommendations
- **KPI Audit and Recommendation Reports**
 - Create KPI Audit and Recommendation Report by collecting and analyzing Key Performance Indicator (KPIs) data from the Cisco CPS Solution over a specified timeframe
 - If applicable, following KPIs on both Gx & Gy interface will be part of the report:
 - Credit Control Request – success, dropped and error rate
 - Reauthorization request – success, dropped and authorization rate
 - If applicable, following KPIs on Sy interface will be part of the report:
 - Spending Limit Request – success rate
 - Spending Status Notification – success rate
 - Session Termination Request – success rate

CPS Operations Support

- **Scheduled Change Support**
 - Cisco will support Customer Scheduled Change which will help Customer minimize the potential for error during scheduled changes.
 - Cisco network engineering staff will be available to provide immediate support during the process of a scheduled change.
 - There is a maximum 8-hour window of remote support of a Cisco CPS Solution change event. *This requires a 7 day notification period.*
 - **Major Software Upgrade Support**
 - Cisco will provide support for new major software release upgrades within a lab environment where no new features and no additional customizations are required.
 - If applicable, Cisco may include software feature testing, regression testing at the Customer lab, assist in upgrading affected nodes and monitoring the network status related to the major software upgrade.
 - **Minor Software Upgrade Support**
 - Cisco will provide support for new minor software release upgrades within a lab environment where no new features and no additional customizations are required.
 - If applicable, Cisco may include software feature testing, regression testing at the customer lab, assist in upgrading affected nodes and monitoring the network status related to the major software upgrade.
- ## CPS Solution Extension Support
- **Onsite Support**
 - Where available, Cisco will provide Cisco CPS professionals to remain on the Customer site for supporting customer with their Solution extension or development, technical support and information.
 - Onsite support is available for day-to-day operations or on the basis of specific agreed-upon Customer activities and projects.
 - **Custom Use Case Planning and Support**
 - Cisco will provide support for agreed hours as identified in the Quote to build Customer use case design, enabling new services and driving

more efficiency from existing Cisco CPS Solution once Customer requirements are determined.

- Any additional hardware and/or software needed for these new use cases will be provided by Customer.

Continuous Learning

• Knowledge Transfer and Mentoring

- Provide informal technical update training such as a “chalk talk” on a topic that is mutually agreed upon and relevant to the Products and Cisco technologies.
- These sessions may be delivered onsite or remotely via email, WebEx, or other conferencing tools.
- Such training would be provided by the Cisco Mobility CPS Network Consulting Engineer or another senior Cisco engineer.
- Since they are informal in nature, they are generally delivered without any lab equipment.

• Formal Training

Cisco will provide formal workshop to deliver knowledge transfer and education on Policy Charging and Control technology topics on a Customer selected topic/s.

• Technical Knowledge Library

The Technical Knowledge Library is made available by Cisco through a secure web-based portal (“Portal”).

Make the content at the Portal available to the specified number of Authorized Viewers as specified in the Quote. For purposes of this Service, “Authorized Viewer” means those Customer personnel authorized to access the Technical Knowledge Library. Type of content accessed will include the following:

- Multimedia Clips:
 - VoD/AoD technical talks
 - Service deliverables archive -- customer-specific/account-specific content
 - eLearning courses
- Sidebar Content:
 - White Papers
 - Case Studies
 - Design Guides
 - Configuration Guides
 - Training Documents
 - Deployment Guides
 - Online textbooks and/or manuals
 - Video and audio clips (different from the Multimedia Clips)

- Assist in account creation/entitlement for Authorized Viewers for the Portal, prior to use during the duration of the Service. Customer is responsible for security, network connection, IP address assignment and any required firewall or access control list changes required on their network in order for the end-users to access the Portal.
- Assign a delivery Point of Contact (“PoC”) who will assist in on-boarding the Customer to the Portal. Cisco delivery PoC will obtain the necessary information to entitle Cisco CCO logins of Authorized Viewers to login to the Portal.
- Hold a “Kick-off meeting” to train and demonstrate the tool for Authorized Viewers. During this kick-off meeting a detailed demo of the Portal and the content contained within it will be conducted for the Customer.
- Make available a Customer-specific deliverables archive resulting from subscription-based Cisco Advanced Services provided separately to Customer.
- Host new technical content and provide preventative maintenance in accordance with Cisco’s normal maintenance schedules and procedures. At the same time, old content may be refreshed or removed depending on its relevance.
- Provide technical assistance and troubleshoot issues submitted to Cisco through provided e-mail alias tk1-support@cisco.com.
- Updated Content. Cisco may revise, update and/or remove previously-released Multimedia Clips and/or Sidebar Content (“Updated Content”). Cisco will make any Updated Content available to Customer as a part of the Services. The Updated Content will exclude the previously-released Multimedia Clips and Sidebar Content (where applicable) that the Updated Content was intended to supersede. Customer should discontinue any use of the superseded Multimedia Clips and/or Sidebar Content.

Customer Responsibilities

• General Responsibilities

- Designate at least two (2) but not more than six (6) technical representatives in each area covered under Mobility CPS, who must be Customer’s employees in a centralized Network support center (Customer’s technical assistance center), to act as the primary technical interface to the Cisco Mobility CPS Network Consulting Engineer(s). Customer will designate as contacts senior engineers with the authority to make any necessary changes to the Network configuration. One individual, who is a senior member of

management or technical staff, will be designated as Customer's primary point of contact to manage the implementation of services selected under this Service Description (e.g., chair the weekly conference calls, assist with prioritization of projects and activities).

- Customer's technical assistance center shall maintain centralized network management for its Network supported under this Service Description, capable of providing Level 1 and Level 2 support.
- Provide reasonable electronic access to Customer's Network to allow the Cisco Mobility CPS Network Consulting Engineer to provide support.
- If Cisco provides Data Collection Tools or scripts located at Customer's site, Customer shall ensure that such Data Collection Tools or scripts are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody.
- Provide a Network topology map, configuration information, and information of new features being implemented as needed.
- Notify Cisco Mobility CPS Network Consulting Engineer of any major Network changes (e.g., topology, configuration, new OS/IOS releases.).
- In the event the Network composition is altered, after the Services selected under this Service Description have become effective, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Cisco may require modifications to the fee if the Network composition has increased beyond the original pricing quote for Services.
- Create and manage an internal email alias for communication with Cisco Mobility CPS Network Consulting Engineer.

- Retain overall responsibility for any business process impact and any process change implementations.

CPS Solution Health Checks

In addition to the General Responsibilities, Customer shall provide the following:

- **CPS Performance Audit & Recommendations**
 - Review Cisco Mobility CPS Server performance audit results with Cisco and implement changes recommended by Cisco advanced Services
- **Configuration Audit and Best Practices Report**
 - Review report with Cisco Mobility CPS Engineer and prepare action plan to address issues identified in the report
- **KPI Audit and Recommendation Reports**
 - Review KPI Audit and Recommendation report with Cisco Mobility CPS Engineer and define action plan to mitigate identified offenders.

CPS Operations Support

In addition to the General Responsibilities, Customer shall provide the following:

- **Scheduled Change Review**
 - Provide all details related to Cisco Mobility CPS scheduled event to Cisco at least 30 days in advance
 - Review and finalize needed support for Cisco CPS Solution for scheduled event at least 10 working days in advance.
- **Major Software Upgrade**
 - Provide and discuss all the plans and details of upcoming Major Software Upgrade of Cisco CPS Solution with Cisco Mobility CPS engineer in advance.
 - Provide all the relevant details on the Cisco Mobility CPS Server and related systems to Cisco Mobility CPS Engineer
- **Minor Software Upgrade**
 - Provide and discuss all the plans and details of upcoming Minor Software Upgrade of Cisco CPS Solution with Cisco Mobility CPS engineer in advance.

- Provide all the relevant details on the Cisco Mobility CPS Server and related systems to Cisco Mobility CPS Engineer.

CPS Solution Extension Support

In addition to the General Responsibilities, Customer shall provide the following:

- **Custom Use Case Planning & Support**

- Collaborate and work with Cisco Mobility CPS Networking Consulting Engineer
- Provide technical and business requirement for incremental growth such as adding or migrating new use cases.

Continuous Learning:

In addition to the General Responsibilities, Customer shall provide:

- **Knowledge Transfer and Mentoring**

- Details of Customer requirements on the topics it wants to see covered through transfer and mentoring together with background information on the skill sets of the audience.
- Ensure that facilities and equipment are available to host the informal technical update sessions.

- **Technical Knowledge Library**

- Customer is responsible for testing of the Portal interface.
- Provide on-boarding information as follows: contact name, title, address, telephone number, e-mail address of primary and secondary team lead, Email ids and name of the Authorized Viewers who will need access to the Portal.
- Install the Digital Rights Management (“DRM”) software on as needed basis which allows to view the DRM-protected content on the Portal.
- Participate in training and/or feedback sessions with Cisco team to enable Cisco to understand the needs of the Authorized Viewers for the Portal.
- Notify Cisco of any technical support requests or troubleshooting issues related to the Services by sending an e-mail to Cisco team at tkl-support@cisco.com