Service Description: Advanced Services – Fixed Price
Webex Edge Connect Advise & Implement Service
ASF-WBXS-MM-EDGE

This document describes the Webex Edge Connect Advise & Implement 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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Webex Edge Connect Advise & Implement Service

Service Summary

The Webex Edge Connect Advise & Implement Service will use Cisco best practices and methodologies to implement Webex Edge Connect solution with assessment and design, through testing and implementation, and post-implementation support.

The Webex Edge Connect Advise & Implement Service will cover:
- Two (2) Data Centers
- To be completed in twelve (12) weeks
- Up to one (1) On Site travel included

Deliverables
- Solution Requirement Document
- High Level Design Document
- Low Level Design Document
- Implementation Plan
- Test Plan

Location of Services

Services are delivered remotely and On Site to Customer.

Project Management

Cisco Responsibilities

- Provide a list of designated Cisco personnel roles and responsibilities under this Services.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide the identity of Cisco personnel requiring access to Customer premises prior to the scheduled date such personnel requires access.
- The Project Management Service will include a mutually agreed Project Management Plan ("PMP") provided by Cisco. The PMP is a baseline document from which the Cisco PM can manage deliverables, assess progress, and manage change management issues and any ongoing questions.

Customer Responsibilities

- Designate a single point of contact to act as the primary technical interface to the designated Cisco resource.
- Make available key Customer personnel (such as: architecture design and planning, network engineering, network operations staff and site contacts) are available to participate during the course of the Services (to provide information, participate in review sessions and to make the site(s) available for Services).
- Provide documented Customer requirements (business and technical) and high-level network architecture design specifications.

- Provide documented information on Customer's existing network infrastructure design including such as: features and services, route plans, addressing schema, call/data flow, dial plans, security policies, network management and operational processes, respectively.
- Respond within two (2) Business Days, unless otherwise agreed by the parties, to Cisco's request for documentation or information.
- As necessary for the delivery of the Services by Cisco, coordinate with any Customer third parties, such as the country carrier/Telco activities.
- If applicable, provide an authorized signature for delivery confirmation of Cisco Products at the delivery location.
- Provide test equipment.
- Customer is solely responsible for the determination of Customer's requirements and for Customer's decision to implement design, business or other recommendations provided by Cisco.

Solution Requirements Development

Cisco Responsibilities

- Provide Customer with a requirements questionnaire to identify Customer business objectives and technical requirements for the solution.
- Review existing Customer documentation related to current and planned Collaboration architectural design(s).
- Conduct the following requirements workshops: one (1) [remote/onsite] stakeholder interview workshop (for up to two Customer stakeholders) and one (1) [remote/onsite] business outcome targeting workshop (for up to eight Customer resources), each lasting for a maximum of 90 minutes.
- The workshop(s) may include the following topics: a) Business imperatives; b) Success criteria – specifically those which could currently be measured as a baseline, and facilitated during the use case validation activities; c) Current state process mapping.
- Agree with Customer on one (1) targeted use case that can be supported by newly installed technical capabilities (hardware and software) and functioning at time of use case validation.
- Create the following detail related to the targeted use case, and include in the Solution Requirement Document: a). measurable success criteria; b). Agreed use case validation participants; c). Agreed capabilities.
- Review requirements of the proposed solution gathered during the workshop/interviews, and perform a gap analysis against the current architectural design(s).
- Draft the Solution Requirement Document, which may include but is not limited to the following: a) business, technical, and operational requirements; b) target use case; c) success criteria; d) future technology plans; and e) identified feature or functionality gaps.
- Provide the Solution Requirement Document for review and approval.

Customer Responsibilities

- Five (5) Business Days prior to commencement of interviews with Cisco, provide Cisco with requirements and/or documentation related to the following: a) Layer 1, Layer 2 and Layer 3 topology of the Customer LAN, DMZ, and WAN; b) Customer internal Layer 3 routing and BGP AS; c) Customer security policy; d) Confirmation of readiness of Customer LAN, WAN and access links connecting Customer Data Center to WAN to support the Webex Edge traffic; e) Unified Communications Architecture for off net and on net calls.
- Perform rack, stack and cabling of the network elements.
- Provide Cisco with input for each technology discipline by: a) participating in the requirements workshop; b) participating in interviews; and/or c) returning the completed requirements questionnaire five (5) Business Days from receipt.
- Provide relevant documentation related to the current Collaboration architectural design(s).
- Provide existing security policy prior to commencement of the workshop(s).
- Identify one (1) main business stakeholder as a single point of contact who can provide Cisco with the following: a) Use case success criteria; b) User groups, including identifying end users which will be interviewed by Cisco to gain user stories; c) Approval of: "As Is" current actions, steps, processes of the organization; Communications and training collateral; Branding guidelines and standards; Final use case.
- Ensure that identified representatives and stakeholders are available, and participate in the interviews and/or workshops with Cisco and in any applicable follow-on activities to participate in use case validation.
- Review and approve the Solution Requirement Document.
- Provide signoff for Solution Requirements Development Services.

High Level Design

Cisco Responsibilities

- Conduct interview(s) (the number and frequency of such interviews to be at Cisco's discretion) with key Customer stakeholders to review Customer provided information.
- Review Solution Requirement Document to re-validate the requirements with Customer.
- Draft the High Level Design Document which shall be limited to the following: a) technical objectives and requirements fulfillment; b) proposed device addressing plan; c) proposed Cisco conferencing solution network topology; d) network protocols, features, and traffic flows; e) high availability; f) scalability; g) security policies; h) device (hardware and software) readiness for desired features; i) Customer requirements and high level design requirements; j) key risks in the Customer's proposed high level design; and k) design and risk recommendations.
- Provide the High-Level Design Document for review and approval.
- Conduct remote executive presentation of the High-Level Design Document for key Customer stakeholders and project sponsors.

Customer Responsibilities

- Designate and schedule key resources to participate in interviews with Cisco.
- Review Solution Requirement Document with Cisco to re-validate the requirements.
- Provide information for some or all of the following, as requested: a) existing network infrastructure, specifically related to the Webex Solution; b) existing Webex web traffic; c) existing Webex routing and traffic paths; d) existing device addressing plan; e) existing call flow(s) and dial plan; f) key performance indicator ("KPI") requirements; g) existing Expressway/Video Mesh Cluster(s); h) existing call signaling protocols and codecs; i) existing security policies and new security requirements; and j) future growth requirements.
- Review and approve the High-Level Design Document.
- Ensure that key Customer stakeholders and project sponsors attend Cisco's presentation of the High-Level Design Document.
- Provide signoff for High Level Design.

Low Level Design

Cisco Responsibilities

- Conduct interview(s) (the number and frequency of such interviews to be at Cisco's discretion) with key Customer stakeholders to review Customer provided information.
- Gather information from Customer containing hardware, software levels, topologies, and as-built configurations.
- Review the agreed upon High Level Design Document as input to be used in the development of the Low-Level Design Document.
- Draft the Low-Level Design Document including configuration templates and hardware and software versions using information from the documented high level design and any additional input provided by Customer.
- Provide the Low-Level Design Document for review and approval.
- Conduct remote executive presentation of the Low-Level Design Document for key Customer stakeholders and project sponsors.

Customer Responsibilities

- Designate and schedule key resources to participate in interviews with Cisco.
- Provide any additional detailed information as requested by Cisco, including, but not limited to the following: a). Hardware; b). Software versions; c). topologies; d). as-built configurations; e). existing security policies and new security requirements; f). future growth requirements and feature requirements that may impact scalability of the Cisco Conferencing Solution; and g). existing voice traffic flows.
- Define the IP addressing for voice network devices involved in the proposed Cisco conferencing solution topology.
- Provide routing information as requested by Cisco, including, but not limited to the following: a). Router IP, subnet mask for point to point link; b). BGP advertised prefix; c). BGP Autonomous System Number (ASN).
- Work with Cisco to develop detailed design templates providing information and feedback.
- Review and approve the Low-Level Design Document.
- Ensure that key Customer stakeholders and project sponsors attend Cisco's presentation of the Low-Level Design Document.
- Provide signoff for Low Level Design.

Implementation Plan Development

Cisco Responsibilities

- Conduct a one (1) Business Day [remote/onsite] workshop with Customer to discuss the high-level implementation strategy.
- Review and finalize all implementation scenarios based on the input from the Customer's solutioning, security, operations and application teams, as applicable.
- Draft the Implementation Plan based on the existing design. The Implementation Plan will include: a) detailed systematic procedures for solution implementation; b) recommended implementation sequence and scheduling as per the timeline for the proposed Implementation; c) rollback procedures (if any); d) configurations for the relevant solution; e) User Implementation Plan; and f). success metrics.
- Provide the Implementation Plan for review and approval.

Customer Responsibilities

- Designate Customer solutioning, networking, security, operations and applications personnel to work with Cisco to develop and review the Implementation Plan.
- Liaison with Equinix for Webex Edge order submission required for Webex to Equinix link approval process.
- Provide Cisco with existing solution design diagrams, configuration, company and/or industry specific standards.
- Provide Cisco with a draft implementation plan, if applicable, for use in Cisco's development of the final Implementation Plan. The Customer-provided draft implementation plan should include operation procedures for both solution and application, as well as an integration schedule.
- Review and approve the Implementation Plan.
- Provide signoff for Implementation Plan Development Services.

Test Plan Development

Cisco Responsibilities

- Conduct a one (1) Business Day remote workshop to discuss with Customer the high level test plan, test cases, execution process and test tools to be used.
- Draft a Test Plan using the agreed upon Solution Design Document. The Test Plan includes the following: a) test case objectives; b) test case procedures; c) test case expected results and pass/fail criteria; d) facility and

infrastructure requirements; e) test case tool requirements (if applicable); and f) communication template.
- Provide the Test Plan for review and approval.

Customer Responsibilities

- Designate Customer stakeholder(s) who support the existing Collaboration solution to participate in the development of the Test Plan. Such stakeholder(s) are responsible for ensuring that Customer's network, telecom and operations teams are represented.
- Review and approve the Test Plan.
- Provide signoff for Test Plan Development Services.

Implementation Execution

Cisco Responsibilities

- Execute the Production implementation, as documented in the Implementation Plan.
- Execute the tasks and procedures defined in the Implementation Plan in the Customer environment.
- Provide a maximum of fourteen (14) hours of remote configuration support (the "Configuration Support Services") over a support period of ten (10) consecutive Business Days. The Configuration Support Services shall commence on the next Business Day following Cisco's completion of Webex Edge provisioning, and will be provided during Standard Business Hours as consultative support to assist Customer with issues arising during the configuration process.
- Remotely monitor the Customer's production activities for up to two (2) Business Day(s), and provide assistance in resolving issues specific to the implementation, if necessary.
- Update the High Level/Low Level Design Document(s) to include implemented components, devices and applications to reflect the final "as-built" design, if applicable.
- Provide the updated Design Document for review and approval.

Customer Responsibilities

- Configure the service via Webex administration tool in accordance with the Implementation Plan, no later than two (2) Business Days from notification from Cisco that the Cisco Webex has been provisioned.
- Configure the services to the specific configurations defined in the Implementation Plan; the configuring of the services shall be completed no more than five (5) Business Days after notification from Cisco that the services have been provisioned.
- With Cisco's input, coordinate and develop an implementation schedule that meets the Customer's change and release management processes and Cisco's resource availability.
- Manage the delivery, installation, and configuration of equipment not provided by Cisco, that is required to work with, or act as, part of the Cisco-provided equipment.

- Ensure Cisco has access to Customer personnel and/or Customer site (including physical/remote access to solution, devices, and facilities) as necessary for Cisco to perform the Implementation Execution Services.
- Manage any Customer internal change management procedures.
- Make any corrections to Customer-provided and/or installed equipment, as required.
- If applicable, provide input and assist in updating the solution design with final, "as-deployed" information.
- Review and approve the updated Solution Design Document.
- Provide signoff for Implementation Execution Services.

Implementation Support

Cisco Responsibilities

- Provide two (2) consecutive Business Days of remote implementation support services over a support period of two (2) calendar weeks (the "Implementation Support Services"). The Implementation Support Services will commence on the next Business Day following completion of Webex Edge implementation.
- Implementation Support Services will be deemed complete on the earlier of: a) the consumption of the defined number of Business Days; or b) the end of the Implementation Support period.
- The Implementation Support Services will be provided by one (1) Cisco resource(s) as remote consultative support for the Customer's execution of implementation tasks.

Customer Responsibilities

- Provide at least two (2) suitably skilled and trained resources to work with Cisco as necessary during the Implementation Support Services.

Testing Execution

Cisco Responsibilities

- Perform testing in accordance with the agreed upon Test Plan.
- Conduct a one hour remote meeting to discuss with Customer, the methodology, testing timeline, additional requirements if needed, and review the success criteria defined in the Test Plan.
- Provide Customer with one (1) communication template (included in the Test Plan) to be used to share key use cases with identified end users participating in testing and use case validation.
- Conduct testing and use case validation in accordance with the agreed upon Test Plan.
- Conduct one (1) remote Webex Edge training session before commencement of testing and validation activities. The training session will be limited to ten (10) participants, and will cover validation requirements.
- Collect test results via agreed upon success criteria as documented in the Test Plan.

- Update the Test Plan to include the test results, including test failures, problem identification and recommended resolution.
- Notify the Customer of any test failures and work with Customer to identify the problem and resolution.
- Provide the updated Test Plan for review and approval.

Customer Responsibilities

- Identify up to ten (10) participants, who will engage in the use case validation activities.
- Ensure participation of identified business unit and/or functional group in use case validation activities.
- Review and approve the updated Test Plan.
- Provide signoff for Testing Execution Services.

Testing Support

Cisco Responsibilities

- Provide two (2) consecutive Business Days of remote testing support services over a period of two (2) calendar weeks (the "Testing Support Services"). The Testing Support Services will commence on the next Business Day following completion of Webex Edge implementation.
- Testing Support Services will be deemed complete on the earlier of: a) the consumption of the defined number of Business Days; or b) the end of the Testing Support period.
- Testing Support Services will be provided by one (1) Cisco resource(s) as remote consultative support for assisting Customer in problem identification and resolution related to any failed test cases during Customer testing.

Customer Responsibilities

- Provide at least two (2) suitably skilled and trained resources to work with Cisco as necessary during the Testing Support Services.

Post Implementation Support

Cisco Responsibilities

- Conduct a remote post-implementation support meeting with Customer, to review the Cisco Technical Assistance Center (TAC) process and additional available services under the Cisco Services portfolio.
- Provide two (2) consecutive Business Days of remote post implementation support over a period of two (2) calendar weeks (the "Post Implementation Support Services"). Post Implementation Support Services will commence the next Business Day following completion of implementation and may include the following: a). configuration assistance support; b). feature and functionality consultation; c). troubleshooting assistance and Cisco TAC procedure assistance; and d). Cisco Business Unit escalation during normal Business Hours.
- Post Implementation Support Services will be deemed complete on the earlier of: a) the consumption of the defined number of Business Days; or b) the end of the Post Implementation Support period.

- The Post Implementation Support Services will be provided by one (1) Cisco resource(s) as remote consultative support for evaluating issues that occurred during implementation, and identifying the root cause, if applicable.

Customer Responsibilities

- Provide at least two (2) skilled and trained resources to operate Cisco products during Post-Implementation Support provided by Cisco.
- Provide operations and administrative support for the Cisco Conferencing Solution.
- Test the implemented environment within the Post Implementation Support Services period, and report implementation related issues to Cisco.
- Notify Cisco TAC of any issues or concerns, and provide logs to the Cisco Advanced Services team to facilitate troubleshooting; follow Cisco's directions for identification and resolution of any issues.
- Provide remote access to enable Cisco to provide Post-Implementation Support.

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.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- 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.
- Implementation of the configurations on the network elements in the design will be Customer's responsibility, unless remote accesses to all network elements is provided to Cisco Network Engineers.
- Unless otherwise explicitly stated herein, all product documentation provided to Customer during the course of the Services shall be limited to documentation published on Cisco Connection Online.
- Services assume appropriate firewall exceptions for ports and protocols have been made (per product documentation/deployment guides).
- Services assume Customer has existing premise-based call-controls (CUCM) and Expressway-C/E deployed.

- Services assume SIP Trunking and call routing between various call-control platforms and access to Expressway-C/E are currently in place.
- Customer is responsible for confirming network readiness for Bandwidth, QoS, and Network Performance Metrics prior to commencement of Services.
- Sizing for Webex Edge will be based on customer provided input for conferencing traffic for dial-in and callback. Existing reports or monthly usage volume can be used for sizing estimation.
- Customer will provide its security policy prior to commencement of the Solution Requirements Workshop.
- CUCM version 10.5 and later is required.
- Webex version 33.x or higher is required.
- Expressway version X8.10 or higher is required.
- CUCM registered IP phone supporting G.711 or G.722.
- Customer is responsible for purchasing a Webex Edge Connect circuit from Equinix based on customers' meeting traffic usage pattern (500 MB, 1 Gb, 5 Gb, 10 Gb).
- Customer is responsible for an active connection on the Equinix Cloud Exchange.
- Customer is responsible for Public BGP Autonomous System Number (Private ASN available upon request).
- Customer is responsible for Public, provider-independent IP space.
- Customer is assumed to have knowledge of BGP Routing and peering.
- Customer is responsible for running a network device capable of running BGP and 802.1Q tagging.
- Customer is responsible for peering agreement with Equinix Cloud Exchange and a monthly subscription from Cisco based on bandwidth requirements of the peering link.
- Customer is responsible for providing access to Cisco for changes related to Webex Edge Connect. Otherwise, Customer will be responsible for implementing all changes related to Webex Edge Connect configuration based on Cisco's guidance.

General Cisco Responsibilities

- Traffic Engineering based on Enterprise network architecture and design best practices (dual peering links for high availability, avoid asymmetric routing, avoid suboptimal network paths, peer in as many regions as possible for optimal connectivity).
- NAT configuration based on best practices.
- Firewall rules configure/verify – based on Webex, Teams & Webex Board best practice documents.
- QoS/bandwidth updates based on audio, video, content traffic & WAN design.
- Connectivity Testing (using BGP looking glass – BGP path check, ping, trace; Media Test - firewall, performance check).

- Meeting functionality and Performance Testing (audio, video, content) .

Not Included In Scope

- Cisco-provided test equipment.
- Implementation of CUCM/SME.
- Implementation of Webex Meetings, CMR, Hybrid Media Node (Video Mesh), and Jabber Hosts is available as add-on service offer which needs to be purchased separately.
- Implementation of Webex Teams.
- Implementation of TelePresence or third-party video endpoints.
- Implementation of the Customer premise-based network elements.
- Upgrades to Customer's existing video infrastructure.
- Upgrade of any software on Customer network.
- Network analysis for QoS and network performance metrics for enterprise network is available as add-on service offer which needs to be purchased separately.
- Routing of the PSTN calls into the Customer's network.
- PSTN sizing for non Webex Edge Audio traffic.
- Advise and Implement Services for the PSTN Gateways.
- Custom development work.
- Webex subscription services purchase.
- SSO implementation.
- Collaboration equipment rack and stack.
- Expressway/CUCM install and upgrade, if needed for Webex Edge, is available as add-on service offer which needs to be purchased separately.
- Cisco is not responsible for any work within the Equinix Data Center.
- Implementation of any required HW, Routers, Expressways for configuration not related to Webex Edge.

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.