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Service Description: Remote Expert Mobile Hosted Trial Service

This document describes Cisco's Remote Expert Mobile Hosted Trial 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.

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Where available, Cisco shall provide Customer Experience Services described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall issue a Quote for the 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.

Service Summary

Cisco shall provide a Remote Expert Mobile Trial Service during Standard Business Hours, excluding local holidays as observed by Cisco.

General Customer Responsibility

Customer shall comply with the following obligations:

• Customer is responsible for provision of Internet connection with a Cisco CVO router and network connection for video endpoints that terminate at a Customer-provided switch behind CVO router.

• Customer is solely responsible for determination and implementation of its network, design, business or other requirements and the implementation of any recommendations provided by Cisco. Cisco's recommendations are based upon Customer information provided to Cisco. Cisco shall not be liable for the accuracy or completeness of any Customer information contained in Cisco's recommendations.

Remote Expert Mobile Hosted Trial Service (OPT-CX-HSVE A&I)

Ninety (90) calendar day trial of Cisco Remote Expert Mobile on Unified Contact Center Express (UCCX) provides project management, configuration and testing of the Remote Expert solution in a lab environment at Cisco's vendor hosted ("Hosted") site. This service entitles Customer access to the Virtual Expertise – Remote Expert Mobile solution in a hosted environment via a URL and authentication credentials to be provided by Cisco.

Project Management.

Cisco Responsibilities

o Provide Customer with a list of designated Cisco personnel roles and responsibilities.
o Provide a Project Management Plan ("PMP"). 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.
o Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
o Provide a project schedule highlighting deliverables, corresponding milestones, planned project events, resourcing and timescales.
o Participate in scheduled project review meetings or conference calls, if required.
o Deliver a weekly project status report to the Customer (if necessary).
o Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion

• **Deliverable:** Project Management Plan (PMP)

Customer Responsibilities

o Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities.
o Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Customer PM will also ensure that Cisco is provided with all information, data and documentation as Cisco reasonably requires to provide the Services. This information includes, but is not limited to: (i) information relating to Customer's network, design, business and other applicable requirements; (ii) functional and/or technical documentation relating to such requirements; and (iii) topology maps, configuration information and existing and proposed network infrastructure.
o Participate in scheduled project review meetings or conference calls, if required.
o Ensure that any request by Cisco for information or documentation needed for the project is provided within five (5) Business Days of the request, unless the parties agree to another time period.

Configuration, As-Built Documentation and Acceptance Test Plan Development.

Cisco Responsibilities

o Setup and configure the Remote Expert Mobile environment.
o Develop As-Built Documentation and Acceptance Test Plan.
o Provide As-Built Documentation and Acceptance Test Plan for review.

• **Deliverable:** As-Built Documentation, Acceptance Test Plan

Customer Responsibilities
o Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities.
o Review As-Built Documentation and Acceptance Test Plan with Cisco.

Testing

Cisco Responsibilities

o Identify Cisco resources to perform testing.
o Perform testing based upon the Acceptance Test Plan.
o If the results of the acceptance testing fail to meet the expected results, Cisco shall compile an action plan outlining any agreed deficiencies and a time frame for resolution and a re-testing schedule. Cisco will conduct tests according to the mutually agreed upon action plan defining resolution of deficiencies and network re-testing procedures.
o Schedule date to hand over the Remote Expert Mobile environment to the Custom for the ninety (90 day) trial period.

Customer Responsibilities

o Designate key resources to participate in acceptance testing.
o Review the Acceptance Test Plan results.
o Schedule date with Cisco to access Remote Expert Mobile environment for the ninety (90 day) trial period.
o Review As-Built Documentation and Acceptance Test Plan with Cisco.

Post Deployment Support

Cisco Responsibilities

o Provide remote guidance and support related to the responsibilities stated below commencing with the first day the trial is available for Customer test and concluding not later than forty-five (45) calendar days following the same.
o Review with Customer information on report related issues pertaining to the configuration, scripts and administrative aspect of Cisco devices.
o Assist Customer with specific issues arising from work performed on deployment.
o During Normal Business Hours, Cisco will provide a daily service report indicating new, open, and closed issues with actions taken, ownership and level of criticality of each issue.

Customer Responsibilities
o Designate key personnel as resources for the Post Deployment Support.
o Determine if the issue is related to the scope of this project prior to contacting Cisco and if applicable, work with Cisco to resolve the open issue.

Assumptions

o Customer has purchased or obtained the requisite Remote Expert Mobile software licenses for the trial. In using the software, note that the highest number of concurrent transcoded sessions is ten (10) per one (1) Media Broker (MB). For non-transcoded sessions the maximum number of concurrent sessions is ninety (90). Transcoded versus non-transcoded sessions are based on the incoming browser session codec. The supported codec for Remote Expert Mobile is H264.
o Customer is responsible for the security compliance of the Customer application.
o Customer is responsible for IOS/Android/etc. mobile application development.
o Cisco will provide sample application to Customer's application developers. If Customer development requires custom applications assistance that will be covered under a separate contract. All required software (e.g., Cisco Products, SQL, upgrade patches, etc.) is available according to Customer security policies to Cisco resources on a shared folder with full access by Cisco resources when required. No integration to third party applications.
o MediaNet Readiness Assessments, Upgrade Services and PMO/Logistic coordination services are out of scope.
o Post Deployment Support Services are designed to extend Cisco's engineering team immediately following the implementation. These services are not a substitute for Technical Assistance Center (TAC) support or a means

for resolving TAC cases or general troubleshooting, which can be performed by Cisco under a separate service contract. Customer is responsible for determination of its requirements, and Customer shall retain overall responsibility for any business process impact and any process change implemented.

o   Direct remote access to necessary Customer systems to be provided to Cisco by Customer.
o   The Hosted environment consists of Cisco products, such as Unified Call Manager, Unified Contact Center Express, Remote Expert Mobile Media Broker, Remote Expert Mobile and Application Server.
o   Customization of the Customer's mobile application, web application or Finesse gadget is not in scope of this service. Sample mobile and web applications will be delivered to demonstrate the following:
    •   Audio/video calling
    •   Application-specific screen sharing
    •   Co-browsing and application control
    •   Annotation
    •   Expert documentation and URL push
    •   Ability to exchange text information while on a voice/video call

Services Not Covered. In addition to those Service Not Covered posted at www.cisco.com/go/servicedescriptions/, the following are not supported under this offer:

o   Remote Expert Mobile Customer development and integration to the Customer's business app(s) are not included but available from Cisco under a separate project agreement.
o   The following are NOT included: Detailed planning, design and implementation for other applications or products. Unified Communications Applications. Unified Contact Center Unified Contact Center Enterprise (UCCE) or Unified Contact Center Express (UCCX) applications. Cisco MediaSense Application. Database Applications not specific to Remote Expert Solution Interactive operation. Infrastructure to include 3G, Wireless, Security, or other Network Infrastructure component other than Remote Expert Solution components, performance/load testing, and formal training for Customer personnel (outside of informal knowledge transfer).