



Service Description: Advanced Services – Fixed Price

Cisco Implementation Service for Transaction Encryption Device (ASF-SP0-TED-IMPL)

This document describes the Cisco Advanced Services Implementation Service for Transaction Encryption Device (TED).

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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Implementation Service for TED

Service Summary

The pre-defined scope of this service, as defined below, is to provide onsite initialization of one (1) primary TED and one (1) cold standby TED (if required) per site.

The services are comprised of the following:

- Project Management
- On site Initialization of one (1) primary TED and one (1) cold standby TED (if required) per site

Location of Services

Services are delivered onsite to Customer.

Deliverable

- Project Schedule

Project management

Cisco Responsibilities

- Provide a single point of contact that has authority to act on all aspects of the Services within the scope of the project ("Primary Contact").
- Designate a backup when the Primary Contact person is not available and who has the authority to act on all aspects of the Services in the absence of the Primary Contact.
- Participate in scheduled meetings (as required) with the Customer to discuss the status of the project.
- Coordinate the required site readiness requirements and resources for the completion of the Services as detailed in this service description
- Manage the overall milestone schedule effort.
- Communicate status and deadlines to Customer regularly.

Customer Responsibilities

- Provide complete project contact list to include Customer representatives and third party vendor contacts.
- Designate a single point of contact to whom all communications may be addressed and who has

authority to act on all aspects of the Services within the scope of the project ("Customer Contact").

- Designate a backup when the Customer Contact is not available and who has the authority to act on all aspects of the Services in the absence of the Customer Contact.
- Provide all Customer information and documentation as required prior to Cisco's arrival on-site.
- Notify Cisco of any of scheduled key milestone activities in advance of the scheduled activity.
- Notify Cisco of any scheduling change at least seventy-two (72) hours prior to the originally scheduled project start date.
- Resolve any escalated third party or billing vendor issues identified in a timely manner to avoid missed milestones and deliverables.
- Provide confirmation of Customer site readiness as required.

TED Initialization

Cisco Responsibilities

- Confirm Customer has possession of their Customer Conditional Access Authority ("CAA") passphrase and entire Entitlement Agent ("EA") passphrase prior to Cisco on site activity.
- Confirm maintenance window for on-site initialization of one (1) primary TED and one (1) cold standby TED per location (if required).
- Prior to initialization, install current TED software and validate passphrases.
- Perform on-site TED initialization processes to include:
 - Digital Network Control Systems (DNCS) or Explorer Controller (EC) processes will be stopped
 - Initialize TED using Cisco script
 - Start DNCS or EC processes
 - Test Pay Per View ("PPV") and Video on Demand ("VOD") encryption (if required)

Customer Responsibilities

- TED physical installation of hardware, test and turn-up, connecting network cables, establishing NOC connectivity.
- Confirm possession of Customer CAA passphrase and entire EA passphrase. **Customer must provide CCA/A passphrase to Cisco or TED initialization cannot be performed.**
- Provide proper security clearances and/or escorts as required to access Customer Sites to perform the Services in timely manner
- Provide one (1) maintenance window as required

General Customer Responsibilities

- Customer will allow Cisco to both use the collected Customer Network Information and related data in connection with performance of the Service described herein, to recommend additional products/services to assist Customer in the execution of related activities and generally for commercial and business purposes to the extent such Customer Network Information cannot be attributable to the Customer. To the extent any Customer Network Information collected is deemed Confidential Information, Cisco will protect the information consistent with the terms of the Agreement between the parties and Cisco's data storage/retention policy.
- 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 is responsible for determination of Customer design requirements and the utilization of any recommendations provided by Cisco. Cisco recommendations are based upon Customer information provided to Cisco at the time of the services. Cisco shall not be liable for the accuracy or completeness of the Customer information contained in the Cisco recommendations
- 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.
- 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. In the event Customer does not provide CAA/EA passphrase, resulting in Cisco being able to complete the TED initialization, Services will be deemed completed and Customer obligated to make full payment for Service purchased hereunder.
- All documentation deliverables will be provided in the English language, unless specifically stated otherwise 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.

Note: Currently available only within the United States and Canada. Contact your sales representative for further information.