

Authorized Technology Provider Program

Managed Services ATP Remote -Cisco TelePresence Program Requirements

This Managed Services Authorized Technology Provider (ATP) Remote – Cisco *TelePresence Program Requirements Document* (PRD) sets forth the requirements for a Cisco Partner's participation Cisco's Authorized Technology Provider (ATP) Program for Cisco TelePresence. The Program Requirements Document consists of the (1) Indirect Channel Partner Agreement and/or (2) Systems Integrator Agreement], as amended, (either, a "Resale Agreement"), executed by and between Cisco and Managed Services ATP Remote Partner. The Managed Services ATP Remote Program requirements are:

- (1) Partner must meet all Cisco Powered Managed Services requirements.
 - a. The partner must be enrolled in the Managed Services Channel Program (MSCP) with an audited and approved Service Designation that supports the Cisco TelePresence ATP.
- (2) Satisfying and remaining compliant with the ATP – Cisco TelePresence program requirements at the partners' Host location.
 - a. Host must be located within the same country as the Network Operations Center (NOC).
- (3) Signed the *Indirect Channel Partner Agreement (ICPA) and/or Systems Integrator Agreement*, as amended, and executed by and between Cisco and the Managed Services ATP Remote Partner, the terms and conditions of which are incorporated herein by this reference.
- (4) Meet the requirements set forth below, together with the Appendices attached hereto. To the extent there is a conflict between the *Program Requirements Document* and the *System Integrator Agreement*, the terms of the *Program Requirements Document Agreement* shall take precedence. Capitalized terms not otherwise defined in the *ATP-Cisco TelePresence Program Requirements Document* shall have the meanings specified in the *System Integrator Agreement*.

Please Note: All partners invited to participate in the Managed Services ATP Remote–Cisco *TelePresence Program* will have exactly 180 days from invite to complete the program requirements outlined below. After 180 days all ATP Program invites will expire and partners will have to be re-invited into the program to complete all program requirements.

Part 1. Program Overview

1.1. Program Goals

The goal of the Cisco Authorized Technology Provider (ATP) Program in conjunction with the Managed Services Remote designation is to develop the global market opportunity for advanced and emerging technology solutions through qualified Cisco Managed Services channel partners.

Participation in the Cisco Managed Services ATP Remote program allows qualified Cisco Managed Services channel partners to develop competencies in specific advanced or emerging technologies by supplementing their managed services Network Operations Center (NOC) with specialized training and installation expertise through the ATP validation process. Qualified Cisco Managed Services Remote ATP Partners are recognized on the Cisco Partner Locator, allowing the partner to differentiate themselves from competitors and providing the partner the opportunity to enter into new markets and theatres.

Please Note: Meeting the requirements of the Managed Services ATP-Remote Program does not count toward certification under the Cisco Worldwide Channel Partner Program. Only participation in Specialization Programs counts toward Cisco certification.

The specific goals of the Cisco Managed Services ATP Remote TelePresence Program are to:

- Expand the highly focused global channel program to Managed Services providers that support the needs of the Cisco TelePresence Solution as an emerging technology. The partners engaged with this ATP must have the prerequisite Managed TelePresence Services Designation (as shown at <http://www.cisco.com/web/partners/pr11/mscp/index.html>) and be committed to managing the product and service level agreements that satisfies the customer requirements for the Cisco Managed TelePresence solution.
- Encourage partners to build provision and deploy Managed Services TelePresence solutions that scale globally across Enterprises (B2B) transactions. Managed Services ATP Remote partners will be only authorized to transact Managed Service based solutions as defined under their Managed Services Channel Program (MSCP) Services Designation. Resale transactions will not be permitted.
- Encourage partners to work together for large multi-theater engagements when required.
- Leverage the investment the partner has made at their Host ATP location in both the Advanced Unified Communications (UC) Specialization and ATP that provides a full Cisco TelePresence Solution deployment with lifecycle support services.
- Managed Services ATP Remote Partner is responsible for complying with the Cisco TelePresence Experience and Order Assurance (EOA) process for every Cisco TelePresence order including Room Readiness Assessment process assurance for each endpoint and Network/Path Readiness Assessment process assurance for each connection.
- Leverage the high-level, end-to-end global project management for total customer engagement.
- Managed Services ATP Remote Partner must maintain in-house resources for Cisco TelePresence service delivery within Partner's authorized territory, including Cisco TelePresence room and network readiness solution installation, software configuration services, and end-to-end connectivity.
- Recognize that Managed Services deployments are uniquely different than Resale deployments, which require support from centralized NOCs, and are contracted and measured by ongoing Service Level Agreements between the partner and customer.

1.2 Cisco Theater Definitions for Managed Services ATP Remote

Cisco Theaters will award *Managed Services ATP Remote-Cisco TelePresence* Program Partner status on a per theatre basis as defined at:

http://www.cisco.com/web/partners/pr11/pr8/pr51/partners_program_country_grouping_list.html

Managed Services ATP Remote partner may sell, and deploy only Managed Services authorized products and services to all countries within these Cisco theatre(s) where the Managed Services ATP Remote designation is held.

In the event the ATP Remote Partner status is provided in the European Economic Area ("EEA") theatre, Managed Services ATP Remote Partner is authorized to provide TelePresence products and services in an EEA country ("Destination Country") where it is not qualified to participate in the Program, provided it has either: (i) subcontracted the services function required under this Program to another Partner qualified in the Destination Country as set forth herein; or (ii) made other arrangements to Cisco's reasonable satisfaction, such approval not to be unreasonably withheld or delayed, to provide the services function required under this Program in the Destination Country of a quality equivalent to a Partner qualified in that country to provide such services.

Cisco Theaters are:

- Asia Pacific
- Emerging Markets consists of Emerging East and Emerging Markets West: Emerging Markets is not looked at as a single theater for Managed Services Remote ATP authorization purposes.
- Europe

- Japan
- United States & Canada: The United States and Canada will be treated as a single Cisco Theater for purposes of the Managed Services ATP Remote Program.

1.3 ATP Products

The products associated with the Program are the Cisco TelePresence Products listed below:

Cisco Product Number	Product Description
CTS-3210	Cisco TelePresence 3210 Systems End Point
CTS-3010	Cisco TelePresence 3010 System End Point
CTS-1300 -65	Cisco TelePresence 1300 -65 System
CTS-1100	Cisco TelePresence 1100 System
CTS-500	Cisco TelePresence 500 System
CTS-3200-UPG	Upgrade Kit for CTS-3000 to CTS-3200 upgrade
CTS-3X00-UPG	Cisco TelePresence Systems 3X00 Data Upgrade
CTS-MAN1.x (x=Current Version)	Cisco TelePresence Manager
CTS-CTMS-1.x (x=Current Version)	Cisco TelePresence Multipoint Switch
CTS-CTRS-1. x -K9 (x=Current Version)	Cisco TelePresence Recording Server
CTS-HFR-COLLAB-3K	Presentation codec CTS-3010, CTS-3210
CTS-HFR-COLLAB-1K	Presentation codec CTS-1100

The products listed above are referred to collectively in this document as the “Cisco TelePresence Solution”. This Managed Services ATP-Remote -Cisco TelePresence PRD is specific to these products.

Part 2. Program Requirements

2.1. Business Requirements

Managed Services ATP Remote Partner must complete (and thereafter maintain) all requirements set forth herein within one hundred eighty (180) calendar days of the date of invitation to the Managed Services ATP Remote -Cisco TelePresence Program. **Partners are not fully qualified and will not be recognized as a Managed Services ATP Remote Partner on the Partner Locator until all Managed Service ATP Remote program requirements have been met.**

The business requirements for participation in the Managed Services ATP-Remote Cisco TelePresence Program are:

- 2.1.1.** Partner must have met the full TelePresence Host ATP requirements and meet all Cisco Powered TelePresence requirements to be eligible for the Managed Services ATP Remote program.

- 2.1.2. The ATP Host site must be in the same country as the Network Operations Center (NOC).
- 2.1.3. The Managed Services ATP Remote Partner's qualification is co-terminus with their TelePresence Host ATP country – that is, the Managed Services ATP Remote Partner's expiration and re-qualification is synchronized with the expiration and re-qualification of their Host ATP.
- 2.1.4. For the duration of the Managed Services ATP Remote Partner's participation in the Managed Services ATP-Remote Cisco TelePresence Program, the Managed Services ATP Remote Partner must continue to be an authorized Cisco Managed Services Channel Partner with a valid *System Integrator Agreement*.
- 2.1.5. Managed Services ATP Remote Partner must complete and submit the *Managed Services ATP Remote Application Document* and the *Program Requirements Checklist* into the ATP Invitation tool as part of the application and re-invite processes.
- 2.1.6. Individuals fulfilling the Managed Services ATP Remote job roles must attend all training as defined in Section 2.3. Cisco will not be responsible for travel, lodging or other incidental expenses incurred by partner while attending training.
- 2.1.7. Managed Services ATP Remote Partner must purchase or lease all demo equipment required for demonstrations and test equipment. Demo and Test equipment requirements are identified in section 2.5 and Appendix A, respectively.
- 2.1.8. Managed Services ATP Remote Partner must complete all aspects of the Experience Order Assurance (EOA) process as described in Appendix B.
- 2.1.9. Managed Services ATP Remote Partner may outsource services in accordance with the Key Service Activities table in Appendix B – Order Process and Service Outsourcing.
- 2.1.10. All Cisco TelePresence orders for endpoints must be placed within the theater of installation. This may require a customer/partner to split orders between theaters based on the installation location.
- 2.1.11. For any endpoint that is deployed a Managed Services ATP Remote Partner must participate in the Cisco TelePresence Experience (CTX) Audit Process. The process may create a remediation requirement. This remediation requirement must be resolved in order for the certification to be valid. See Appendix B for more information on CTX Process.
- 2.1.12. Managed Services ATP Remote Partner may engage in 2-Tier ordering with another Cisco approved ATP Cisco TelePresence Partner across theater lines with Cisco TelePresence World Wide Theater Lead's prior approval.
- 2.1.13. Managed Services ATP Remote Partners are authorized to provide local endpoint onsite services only within the theater(s) in which they are qualified. Local endpoint onsite services include local Room Readiness Assessment, shipping and storage logistics, and full deployment services.
- 2.1.14. Managed Services ATP Remote Partner must include Cisco Advanced Services TelePresence PDI as part of their CTS-3000, or CTS-3200 first order regardless of the size or complexity of the deployment. Please see section 2.6 - Partner Readiness Requirements for more information.
- 2.1.15. Managed Services ATP Remote Partner must engage ATP trained resources onsite with the customer during the Sales and Deployment process.
- 2.1.16. Managed Services ATP Remote Partner must implement an internal TelePresence enablement plan to train additional resources (in addition to required roles) on TelePresence technical, strategic and PDI training. This training should cover every aspect of the PPDIOO model or Lifecycle Services, specifically Sales and Technical readiness. *In the US & Canada theaters, partners may be asked to articulate practice build out and provide evidence of additional trained personnel throughout ATP qualification period.*
- 2.1.17. Managed Services ATP Remote Partners are required to at least have one Room Readiness Tool kit for their geographic area. We recommend partner to have a sufficient amount of Room Readiness Assessment (RRA) kits to support their TelePresence Practice. RRA kit requirements are described in Appendix A.

2.2 Personnel Role Descriptions and Requirements

This section describes the personnel roles, including functional responsibilities and desired skills that Cisco requires for the successful sale, design, implementation, and operation of ATP-Cisco TelePresence Products. The Managed Services ATP Remote partner may satisfy their role requirements by pooling resources across the ATP theatre in which they apply.

The personnel requirements identified in the following sections are minimum requirements to qualify for the Managed Services ATP Remote -Cisco TelePresence program. One (1) individual may not fulfill more than one (1) job role within the Managed Services ATP Remote -Cisco TelePresence. Persons filling roles must be employees.

The roles described below will be considered the Managed Services ATP Remote - Cisco TelePresence Subject Matter Experts (or SMEs) within a partner's company. The roles below should be the first stop for all TelePresence questions internally.

Cisco strongly recommends that the partner publishes the role(s) and the person(s) filling the roles of the ATP Program to the Cisco Partner Space, Partner Exchange site. This site enables partners to promote their team's capabilities worldwide to not only ensure that they will be recognized and found by other partners, but in addition be able to build their own ecosystem of qualified TelePresence - Managed Services ATP Remote Partners that they can collaborate with. <http://www.ciscopartnerspace.com/index.jsp>

Please note: If Managed Services ATP Remote Partner should lose one of the persons fulfilling the roles below, the Managed Services ATP Remote Partner will have 30 days to notify Cisco and update the partner contact information for said role. *Failure to do so can result in de-qualification as a Managed Services ATP Remote Partner.* Upon notification, Cisco will allow the partner 90 days to train and assign a new person to fulfill the ATP role. Partners must send notice to the ATP Programs Office at mailto:channel_atp_program_office@cisco.com.

Managed ATP Remote Partners are required to have additional trained personnel (2.1.14 above) to support customer engagements and their overall market opportunity.

The Managed Services ATP Remote - Cisco TelePresence program requires four personnel roles. The roles are:

- 2.2.1. Account Manager (AM):** A minimum of one (1) AM is required and must have their Cisco Sales Expert (CSE) designation. The AM will handle the account management and pre-sales tasks necessary to recognize opportunities and to sell the Cisco TelePresence. Responsible for articulating the Cisco TelePresence architecture, demonstrate Cisco TelePresence applications, prepare technical responses to RFPs, and provide sales support for installed customers.
- 2.2.2. System Engineer (SE):** A minimum of one (1) SEs is required. The SE will help customers to plan, design, acquire, configure, implement, and integrate the systems required to support Cisco TelePresence. The SE is a key member of the account team and is responsible for ensuring the highest level of technical account management. The SE assists customers with design, configuration, implementation, and integration of the Cisco TelePresence.
- 2.2.3. Field Engineer (FE):** A minimum of one (1) FE is required and must have either CCIE-Voice or CCVP certification as a prerequisite. The FE configures the codec and software associated with the Cisco TelePresence solution at the customer site(s). The FE must be familiar with current versions of the Cisco Unified Communications Manager and have knowledge of SIP devices. The FE is required to assist customers with the installation and support of Cisco TelePresence products. Responsibilities include:

providing installation test and turn-up services; providing problem determination, analysis, and problem resolution; and engaging Cisco TAC as required for hardware/software support, problem resolution, and escalation.

2.2.4. Installation Technician (IT): A minimum of one (1) IT is required. The IT coordinates and performs installation of the physical hardware of the Cisco TelePresence Solution, including cameras, codecs, cables, monitors, furniture, etc. **Please note:** Successful installation requires more than the minimum of one IT and it is highly recommended to have more trained Installation Technicians on site.

All Cisco TelePresence Sales resources will:

- Be able to present the Cisco TelePresence value proposition at the CXO level, and demonstrate Cisco TelePresence and/or be able to schedule a Cisco TelePresence demo.
- Have a thorough understanding of the Cisco Business Video Strategy, video technologies, and standards, as well as positioning in the marketplace and how it relates to the Cisco TelePresence Solution.
- Interface with Project Managers and other System Engineers to understand and work within the Experience Order Assurance (EOA) & Multi-Theater Engagement Processes
- Effectively utilize the Cisco TelePresence Sales content and tools on the TelePresence ATP Partner Portal (available on the Partner Education Connection (PEC)).

All Cisco TelePresence Technical Resources will:

- Have a thorough understanding of the Cisco Business Video Strategy, video technologies, and standards, as well as positioning in the marketplace and how it relates to the Cisco TelePresence Solution.
- Complete all technical training related e-learning available on the TelePresence ATP Partner Portal and attend the Cisco TelePresence Installation Configuration instructor-led technical training course
- Interface with Project Managers and other System Engineers to understand and work within the Experience Order Assurance (EOA) & Multi-Theater Engagement Processes
- Be responsible for assimilating all related technical TelePresence content on the TelePresence ATP Partner Portal
- Effectively utilize the Cisco TelePresence tools on the TelePresence ATP Partner Portal
- Successfully complete assessments and effectively utilize kits as prescribed in this PRD (See Appendix A). Managed Services ATP Remote Partners need to have the required equipment to complete the TelePresence Room Readiness and Network Path Assessments.

Note: Managed Services ATP Remote Partners should engage trained TelePresence resources throughout every phase of an opportunity

2.3 Personnel Role Training

This section identifies the required training for each of the roles defined in Section 2.2. Required training can be found on the TelePresence ATP Partner Portal.

For complete directions on how to locate the ATP learning maps see Appendix C.

Prerequisite Training

- Account Manager: CSE
- Field Engineer: CCIE-Voice or CCVP

2.3.1. Role Training

Periodically Cisco will make new product announcements and/or feature releases to the TelePresence Solutions. It is each roles responsibility to stay up to date with the content and/or training related to new product announcements and current feature releases that are posted on the TelePresence ATP Partner Portal.

Role	Training	Number of Hours	Delivery Type
Account Manager (AM)	Cisco Sales Expert Certification (Prereq)	8	Exam
	QuickStart for Cisco TelePresence Note: Any lead AM must complete this training prior to engaging a customer opportunity.	2.5	QLM
	Video 101 (pre-req to other training requirements)	4.5	QLM
	TelePresence Account Manager Training Overview	8	VoD
	Cisco TelePresence Multi-Theater Ordering Practices	2.5	QLM
System Engineer (SE)	QuickStart for Cisco TelePresence**	2.5	QLM
	Video 101**	4.5	QLM
	TelePresence Room Readiness Assessment (RRA) (series of 8 web-based modules)	2.5	QLM
	Cisco TelePresence Multi-Theater Ordering Practices	2.5	QLM
	TelePresence Installation and Configuration Training (TPICT)	40	ILT
Field Engineer (FE)	CCIE Voice or CCVP pre-requisite	8	ILT/Exam
	QuickStart for Cisco TelePresence**	2.5	QLM
	Video 101**	4.5	QLM
	TelePresence Installation and Configuration Training (TPICT)	40	ILT
Installation Technician (IT)	QuickStart for Cisco TelePresence**	2.5	QLM
	Video 101**	4.5	QLM
	TelePresence Installation and Configuration Training (TPICT)	40	ILT

****NOTE: Both the QuickStart for Cisco TelePresence training and the Video 101 training are to be completed before any other training.**

**The TelePresence Room Readiness Assessment (RRA) modules consist of the following; Room Readiness Assessment Process, Acoustic and Lighting Basics, Tools Usage, Environment, Power and HVAC, Acoustics, Lighting, Environmental Continuity, and Site Survey.

Role Training Summary by Course

Course	Number of Hours	AM	SE	FE	IT
Cisco Sales Expert Certification (pre-req)	-	X			
CCIE-Voice or CCVP (pre-req)	-			X	
QuickStart for Cisco TelePresence	2.5	X	X	X	X
Video 101 Training	4.5	X	X	X	X
TelePresence Account Manager Training Overview ILT	2	X			
Cisco TelePresence Multi-Theater Ordering Practices	2.5	X	X		
TelePresence Room Readiness Assessment (RRA) (series of 8 web-based modules)	2.5		X		
Cisco TelePresence Project Manager Training	2.5				
TelePresence Installation and Configuration Training (TPICT) ILT	40		X	X	X
TOTAL Number of training days/person		11.5 hrs	53 hrs	48 hrs	

2.4 Customer Post-Sales Support

To best support customers of the TelePresence products, Cisco strongly recommends that the Managed Services ATP Remote Partner positions appropriate Cisco Service/Maintenance contracts with the sale of every endpoint.

All Post-Sales Support will be the responsibility of the Host ATP where the Managed Services NOC is located.

2.5 Demo and Lab Requirement

The demo equipment is to be used by the Managed Services ATP Remote Partner solely for multi-point TelePresence sales demonstrations, end user training, customer proof-of-concept, and other similar internal activities. Managed Services ATP Remote Partner must also be familiar with their local and/or remote Cisco TelePresence facilities and be able to demonstrate the ability to support a customer engagement when deploying Cisco TelePresence products and services. Managed Services ATP Remote Partners may purchase or lease this equipment directly from Cisco at Managed Services ATP Remote Partner's discount purchase of such equipment set forth in Managed Services ATP Remote Partner's direct or indirect Reseller Agreement with Cisco or at other pricing as may be offered by Cisco from time to time.

2.5.1. Demo Equipment

ATP Remote Partners must have at least one CTS-1000 or (CTS-1100/ CTS-1300-65) per theatre and be connected into the Managed Services/ATP- Host Location. Please refer to the Managed Services ATP Remote Partner Demo Program Document located on the TelePresence ATP Partner Portal.

NOTE: There are no exceptions for purchase of the lab equipment; all Managed Services ATP Remote Partners must purchase the Demo Equipment for the theatre where designation resides.

2.5.2 Lab Equipment

All Managed Services ATP Remote- Cisco TelePresence partners are responsible for purchasing at least one Room Readiness Assessment Kit. Please see Appendix A for details.

2.6 Partner Readiness

Managed Services ATP Remote Partner will offer a comprehensive TelePresence solution which includes: Planning, design, system integration implementation, and Day 2 support services as defined by their Managed TelePresence MSCP designation.

ATP Remote Partner must include Cisco Advanced Services TelePresence network planning and design as part of their first CTS-3000/CTS-3200 order that originates in their theatre regardless of the size or complexity of the deployment. Managed Services ATP Remote Partner must supply designated ATP personnel to participate with Cisco Advanced Services in this mentoring engagement as a learning opportunity, to allow the Managed Services ATP Remote Partner to develop a baseline set of methodologies and best practices, regarding planning, design, and implementation. This will enable the Partner to be able to leverage and execute their own set of consistent, repeatable, PDI methodologies. In order to satisfy this requirement, the Managed Services ATP Remote Partner must be the lead partner working with the customer's headquarters location and the Cisco account team.

NOTE: This mentoring engagement with Advanced Services must be a multipoint implementation in which training will be provided during the engagement.

- 2.6.1. Cisco strongly recommends the Managed Services ATP Remote Partner include Cisco Advanced Services TelePresence network planning and design as part of their first order of 10 or greater Cisco TelePresence endpoints.
- 2.6.2. Cisco strongly recommends that a Cisco Service contract be sold with every Endpoint, Multipoint Switch, Presentation Codec, and TelePresence Manager.
 - 2.6.2.1 It is not acceptable for a partner to conduct resale transactions or drop ship product

Part 3. Verification of Managed Services ATP Remote Requirements

Verification of meeting ATP program requirements will be evidenced in a Program Requirements Checklist which is provided to the partner at the time of ATP program invitation. **Partners are not fully qualified/approved and will not be recognized on the Partner Locator until all ATP program requirements have been met.** Thereafter, Cisco will re-verify Managed Services ATP Remote Partners qualifications at least once per year prior to or at the anniversary of Managed Services ATP Remote Partner's qualification/approval date. Through the re-invitation process, Cisco will assess whether Managed Services ATP Remote Partner continues to meet all requirements stated in the then current Program Requirements Document (PRD).

Part 4. Changes to Program

Cisco reserves the right to change the requirements for the Managed Services ATP Remote Partner's continued participation in the Managed Services *ATP-Remote Cisco TelePresence* Program. Any such change will be communicated to Managed Services ATP Remote Partner in writing, including by electronic posting. Managed Services ATP Remote Partner will have a minimum of ninety (90) days following the date of Cisco's written notice to comply with the new requirements.

Part 5. Term and Termination of Program

Managed Services ATP Remote Partner's participation in the Managed Services *ATP Remote -Cisco TelePresence* Program will begin on the date Managed Services ATP Remote Partner's submitted application (and Program Requirements Checklist) is approved by Cisco (the "Effective Date").

Managed Services ATP Remote Partner status shall commence on the Effective Date and continue thereafter for a period of one (1) year, unless sooner terminated as set forth below. Managed Services ATP Remote Partner's participation will continue until the earliest of: (a) the termination or expiration of the Systems Integrator Agreement or like document with Cisco; (b) termination by either party for any reason upon at least thirty (30) days' prior written notice to the other; (c) Cisco's termination of the Managed Services *ATP-Remote Cisco TelePresence* Program specifically or the overall ATP Program, which termination Cisco will communicate to Managed Services ATP Remote Partner in writing; or (d) determination by Cisco that Managed Services ATP Remote Partner no longer meets either the Managed TelePresence designation or the ATP program requirements, which termination Cisco will communicate to Managed Services ATP Remote Partner in writing.

Part 6. Ownership and Software Licensing

6.1 Ownership

Except for rights expressly licensed in writing by either party to the other, each party shall retain all right, title and interest in and to the technology and Confidential Information provided/made available by each party hereunder. Cisco shall retain all right, title and interest in and to the ATP Program's name, Cisco logos, trademarks, and trade names. Managed Services ATP Remote Partner shall retain all right, title and interest in and to its logos, trademarks, and trade names.

6.2 Software License

Cisco grants to Managed Services ATP Remote Partner a nonexclusive and nontransferable license to use the Cisco software specified in the Program Requirements in object code form and related documents (e.g. technical specifications, manuals) (the "Cisco Software") solely for internal demonstration and evaluation purposes for the term of the Program Requirements. Except as may be provided in the Resale Agreement, any Cisco Software received with or for specified products (including any upgrade or updates) may not be distributed/licensed further. EXCEPT AS EXPRESSLY AUTHORIZED UNDER THESE PROGRAM REQUIREMENTS, THE ATP PROGRAM OR ANY RELATED SUPPORT PROGRAM, MANAGED SERVICES ATP REMOTE PARTNER SHALL NOT (AND SHALL NOT PERMIT A THIRD PARTY TO): COPY, IN WHOLE OR IN PART, CISCO SOFTWARE OR RELATED DOCUMENTS; USE THE CISCO SOFTWARE ON UNAUTHORIZED CISCO EQUIPMENT; MAKE ERROR OR OTHERWISE MODIFY THE CISCO SOFTWARE OR DOCUMENTS; DECOMPILE, REVERSE ENGINEER, DISASSEMBLE OR OTHERWISE REDUCE ALL OR ANY PORTION OF THE SOFTWARE TO HUMAN-READABLE FORM; OR TRANSFER, SUBLICENSE, RENT, LEASE, LICENSE, OR CREATE DERIVATIVE WORKS OF THE CISCO SOFTWARE OR DOCUMENTS.



Appendix A: Room Readiness Assessment

A Room Readiness Assessment (RRA) is required to be done during the presales phase of a partner engagement. The RRA assessment process is a qualitative measurement of an environment (room) that has been chosen for a Cisco TelePresence endpoint. The process is a combination of measuring against industry standards and mean opinion scores that defines the conditions required for an optimum experience. For more information about the RRA, please download the RRA Technical Document on the ATP TelePresence Portal on the PEC.

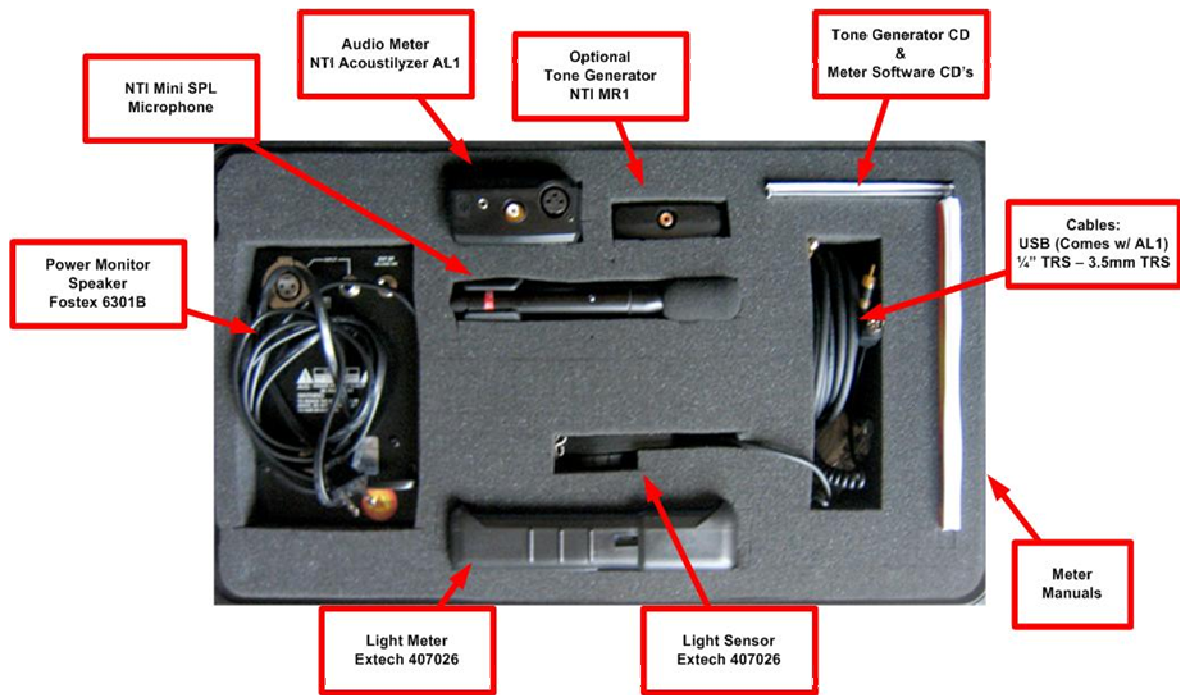
In preparation for performing a room readiness assessment, the RRA tool kit is required. This RRA Tool Kit is a reference sale item through Pacific Radio Electronics. Partners may purchase the complete kit from Pacific Radio Electronics or can purchase the equipment individually through another vendor.

Tool Kit Part Number: PAC-CTS.RRAv2

Components of Tool Kit:

- NTI Acoustilyzer AL1 - Acoustic Analyzer and Tone Generating CD (Laptop or CD Player required)
- NTI Mini SPL - Condenser Microphone to accompany Acoustic Analyzer
- NTI Minirator MR1 Tone Generator - Note: this item is Optional but recommended.
- Fostex 6301D - Portable Monitor Speaker (only one required)
- Cable to connect laptop and speaker - 1/4" TRS – 3.5mm TRS (at least 6 feet or 2 meters)
- Cable to connect Minirator MR1 to Speaker - 1/4" TRS – RCA (at least 6 feet or 2 meters)
- Extech 407026 Light Meter
- Carrying Case - Pelican 1510 with Pick'N'Pluck foam for a custom fit

Suggested Case Configuration:



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

CCDE, CCENT, CCSI, Cisco Eos, Cisco HealthPresence, the Cisco logo, Cisco Lumin, Cisco Nexus, Cisco Nurse Connect, Cisco Stackpower, Cisco StadiumVision, Cisco TelePresence, Cisco WebEx, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn and Cisco Store are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARtnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0903R)