# Cisco Unified Communications Validation Services

## 2009-2010


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# Interoperability Verification Testing

- Interoperability Verification Testing (IVT) is a key component of the Cisco Developer Network (CDN). IVT enables program members to deploy Cisco Compatible products that add value to our joint customers.
- The CDN Compatibility logo provides assurance to the customer that their Cisco product and 3rd party CDN product will operate together. Many customers require this testing validation before they will purchase.
- The Cisco Compatible logo represents CDN Member (3rd party) products that have completed IVT using Cisco-approved criteria. This reduces support costs, increases customer satisfaction and improves partner profitability.


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# Coordinated Support

- This is a benefit for both the Customer and CDN Member. With Cisco Compatible products, TAC will triage troubleshoot a customer problem that contains a CDN Member product. The CTDP Member can work with both the customer and Cisco Developer Services to identify and resolve the issue in their product.
- **Benefit to Customer:** Continuity of support for a Cisco solution with a 3rd party product.
- **Benefit to CDN Member:** Assistance from subject matter experts to quickly resolve an integration issue and maintain customer satisfaction.
- *Non-Cisco Compatible product will not receive this support from TAC. The customer will be required to remove the 3rd party product before providing support.*


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# Pricing Model (USD) Packages and Benefits

| Package | Annual Test Events | Lab Model | Cisco UC Products Included | Remote Lab Access | Validation Event DS Cases | Technical review hours | Test Plan | Application Note review |
|---|---|---|---|---|---|---|---|---|
| Description | Number of actual lab visits (whether remote, on-site or self test) | Included # Deployment models (may or may not include multiple or varying Cisco products). | Single version of all program participating Cisco products per lab deployment model | Access to IVT labs Enterprise or Contact Center lab Model remotely by member with full control and access. Includes large number of simulated devices and production product versions. | Access to DS case for issues identified in validation event, not decremented from existing member cases, only valid for lab event. | Access to lab engineers and program team in support of validation event, planning, benefits use etc. | Customization of test plan to meet members product integration with associated lab package | Review/Validation of application note developed by member |
| A $13,500.00 | 1 | 1 | Up to 10 | X | 1 | 4 | 2 | 2 |
| B $9,500.00 | 1 | 2 | Up to 6 | X | 1 | 2 | 1 | 1 |
| C $4,500.00 | 1 | 3 | 1 | X (vmware) | 0 | 0 | 0 | 0 |

**Prices subject to change without notice. Actual price may be higher due to integration method or solution complexity**

- Lab Model 1 = (Centralized and Branch + Small Office) **or** Contact Center (All Products)
- Lab Model 2 = Centralized and Branch **or** Small Office
- Lab Model 3 = Branch

# Lab Deployment Model Product Inclusion

| | CME/UC 500 | CUE | SRST | AXP | CUAE | CUPS | Unity | Phones | CUCM | CCX | CCE (ICM, PGW, Logger) | IPIVR | CVP |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Centralized Package A | X | X | X | X | X | X | X | X | X | | | | |
| Centralized Package B | | | X | | X | X | X | X | X | | | | |
| Contact Center Package A | | | | | | | X | X | X | X | X | X | X |
| Small Office Package B | X | X | X | X | | | | X | | | | | |
| Branch Package C | | | | | | | | X | | | | | |

- Package A = (Centralized and Branch + Small Office) **or** Contact Center (All Products)
- Package B = Centralized and Branch **or** Small Office
- Package C = Branch


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# Limitations

- Packages A and B are generally applicable to the described number of Cisco products or vendor products. In some cases, a vendor integration is more complex and can require additional lab time. This time will incur additional charges using either package C or ala-carte 2 day offering.
- Issues resulting in more than 1 business day delay unrelated to the lab equipment, i.e., vendor configuration, product readiness, or problems, can result in additional fees. These additional charges must be purchased using either package C or ala-carte 2 day offering, in appropriate increments.
- Packages are non-refundable. Unused time regardless of reason (other than IVS lab equipment issue) is not credited and any additional required testing must be purchased via minimum required package per tier.
- Prices are subject to change without notice.


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