Roles and Responsibilities for WAN circuits/CE's/PE's		
Activity	Customer	CTS / WaTech
Define requirements & design *(Collaborative requirements gathering by both the customer and CTS/WaTech, to meet customer's current and future needs.)*	X	X
Provide detailed site information for circuit and equipment installation including floor diagrams identifying key locations (e.g. MPOP, LAN room, Computer room)	X	
Technical Designing / Provisioning with Vendor		X
Participate in pre-cutover collaboration calls *(Prior to scheduled circuit cutover, CTS/WaTech will setup a pre-cutover call to review the cutover work activities and details to ensure the successful turn up of the circuit. Customer will include the appropriate customer technical staff in on the call. WaTech will include the appropriate WaTech technical staff in the call.)*	X	X
Provide secure space and power for circuit equipment	X	
Provide secure space and power for Provider Edge (WaTech) equipment	X	
Provide access to WaTech vendors	X	
Maintenance/Operation of circuits		X
Vendor Quote acceptance		X
Vendor and Contract Management		X
Circuit Capacity Planning *(Collaborative circuit capacity planning by both the customer and CTS/WaTech, to meet customer's current and future needs. Customer to provide information about future use of circuit – any changes in usage patterns, new applications, etc.)*	X	X
Own Customer Edge Equipment (includes purchasing, tagging/tracking, surplusing, etc)	X	
Own Provider Edge Equipment (includes purchasing, tagging/tracking, surplusing, etc)		X
Manage Customer Edge (CE) Equipment *(CTS/WaTech will provide configuration support for CE equipment that is a 'standard model' supported by WaTech. This includes maintaining the equipment configuration and appropriate configuration backups.)*	X	X

Manage Provider Edge (PE) Equipment		X
Cutover to new connections within 30 days of circuit delivery *(CTS/WaTech and Customer must provide necessary resources to ensure new circuits are implemented into production promptly.)*	X	X
Provide patch cable and connect router to switch	X	
Placement of switch or installation of an RJ45	X – Customer directs vendor placement onsite	