Cisco Services Q & A for TANDBERG Service Agreement Migration

Contents

Introduction

This document provides answers to some of the most common questions regarding migration, service agreements, licensing, service offerings and technical support for Cisco TelePresence® products now that TANDBERG is a part of Cisco.

Migration

Q. When are my service agreements being migrated?

A. Migration of service agreements will commence on May 9, 2011, and will complete by the start of May 16, 2011. After migration, all functions will operate using Cisco® tools.

Q. How do I renew service contracts on May 16, 2011?

A. Following migration, partners will manage services renewals, quoting, and contract management activities online and in one location. Cisco 1-Tier Partners (direct partners) will use Cisco Service Contract Center to renew, view, and manage service contracts while distributors and Cisco 2-Tier Partners will use SMS3.

Q. What contracts will be migrated?

A. All information on active TANDBERG service agreements and active warranty coverage, including multiyear service contracts, will be migrated.

Q. What contracts will not be migrated?

A. Expired warranty records for products covered under a service agreement, including historical data of migrated service contracts, and service agreements that expired more than 90 days prior to May 9, 2011 will not be migrated.

Q. How will warranty end dates be calculated?

A. The system will calculate the warranty end date for all products shipped after September 1, 2010 as shipped date plus 6 months (90-day grace period, 90-day warranty). The system will calculate the warranty end date for all products shipped prior to September 1, 2010 to be shipped date plus 13 months.

Q. What happens to multiyear agreements?

A. Multiyear agreements and their respective end dates will be included in the migration.

Q. What happens to outstanding service orders on the old TANDBERG Concorde system?

A. As of May 9, 2011 renewal orders will no longer be accepted based on the TANDBERG price list. Partners can use the Quote Estimate capability through Cisco Service Contract Center to quote during the freeze week, but no renewal orders can be submitted or processed. Orders should be submitted to Cisco after May 15, 2011 with valid serial numbers and Cisco pricing.

Q. How will distributors renew contracts for partners who used to be direct partners with TANDBERG, but will now be indirect (2-Tier) partners with Cisco?

A. If the distributor is working with the partner listed on the contract, the distributor should open a case with the Distribution Relationship Managers (DRM) team to get access to the contract. Once the distributor has access to the contract, they should create a renewal quote. The partner will order the quote and continue to be the reseller on the contract.

If the distributor is working with a partner not listed on the contract, the distributor should go into SMS3 and create a takeover quote. The quote will be ordered, and the partner will be listed on the contract when the quote converts.

Service Agreement Access

Q. How long will I have access to my TANDBERG service agreements after migration?

A. After migration, partners and distributors must manage and renew their service agreements using Cisco Service Contract Center and SMS3 only. You will be able to refer to a view-only Concorde/SIR for a limited amount of time for history purposes.

Q. How do I get access to my new Cisco service agreements?

A. 1-Tier partners will use Cisco Service Contract Center (CSCC) and indirect resellers and distributors will use SCC for Indirect Resellers and Distributors (SMS3) to view, manage, and renew services that were migrated into the Cisco install base system. Although your TANDBERG service agreements will be assigned new Cisco contract numbers, **the serial numbers will remain the same in the Cisco tools**.

Access your new contract numbers by following these steps:

1. Indirect resellers and distributors should log into SCC for Indirect Resellers and Distributors (SMS3). In the "Contracts" tab, click the ""My Contracts" link. You will be directed to CSCC for your search results. Follow steps 3 through 6.

2. 1-Tier partners should log into CSCC.

3. Click the Search CSCC drop down in the upper right of the screen.

4. Select a search parameter (e.g., Serial Number / PAK Number, Instance Number, Contract Number, Estimate/Quote Number).

5. Enter a corresponding value in the adjacent field.

   Note: Enter just one value; Search CSCC does not accept multiple values. To search multiple values, use the Advanced Search feature (See the Tip Sheet below).

6. Click 'Go'. If results are found, a Summary Details or Line Items screen is shown, depending on whether the results are single or multiple items, and whether the associated products are covered or uncovered.

7. If no results are found, please re-check your data and try your search again. If you are still unable to find your records, you may request assistance through Service Support Center.

Note: To understand the results that are returned for Serial Number / PAK Number or Instance Number searches and information on viewing the Product Details including the Warranty information, as well as how to search for multiple serial numbers using the Serial Number Information Finder (SNIF) tool, please reference the CSCC Serial Number Search Tip Sheet.

The Contract Management Team tab on the CSCC Role-Based Training website provides the recommended training for an individual who will be responsible for service renewals. Training includes the basics from registering contracts, searching for contracts and serial numbers, managing contracts, as well as quoting and ordering service renewals.

For CSCC and SMS3 information and training, visit the Service Support Center (SSC). SSC provides collaborative forums, self-service training documents, and case resolution for technical and service quote, order, and renewals-related issues. In addition, SSC also provides training resources on CSCC and SMS3 that are available for additional self-service training.

Service Agreement Management

Q. Who will be handling my service agreements at Cisco?

A. Users will be primarily responsible for managing their own service agreements, with the assistance of Cisco account representatives, TelePresence Video Sales Specialists, Service Source, and the Service Support Center as needed.

Q. Where do I manage my new service agreements?

A. Renewals and contract management will be performed in the Cisco Service Contract Center. Cisco 1-Tier Partners have direct access to this tool. Cisco 2-Tier Partners and distributors access the Cisco Service Contract Center through a bridge found in SCC for Indirect Resellers and Distributors (SMS3).

Q. What data is required to create a service renewal quote?

A. Complete end customer data is required: site name, site ID, address, city, state, country, and postal code. In addition, the partner also needs to provide the serial number, item name, quantity, service level, begin and end dates, and the Cisco contract number (if known).

Q. Where can I find more information about how to manage and renew my service contracts?

A. To access additional training on managing and renewing service contracts, visit the Cisco Service Contract Center training site under 'Contract Management' at www.cisco.com/web/services/resources/cscc/training/index.html#~contractMgmt.

Q. How do I get support for contract management and renewals?

A. If you need assistance with your service contracts, you should use the Service Support Center at www.cisco.com/go/ssc. The Service Support Center provides self-serve training materials, frequently asked questions, and forums on services tools. You can also open a case with the Service Support Center or directly through the Cisco Service Contract Center and SCC for Indirect Resellers and Distributors (SMS3) tools. In addition, you can use your service account managers as another source of support.

Service Agreement Content

Q. What is the key difference between my Cisco service agreements and my TANDBERG service agreements?

A. Instead of one service agreement per "parent" serial number, where each product has its own unique service agreement, there will instead be one service agreement grouping products that have matching bill-to IDs, end users, and service level data. This will change your service contract numbers and reduce the number of individual contracts you manage.

Q. Are my serial numbers going to be the same?

A. Yes; migrated service agreements will have the same serial numbers, so you can search your contracts by serial number if you desire.

Q. Are my service agreement numbers going to be the same?

A. No. All service agreements will be assigned Cisco service agreement numbers.

Q. How do I know my new service agreement numbers?

A. Using your same serial numbers, you can access your new service agreement numbers in the Cisco Service Contract Center.

Q. How will new service agreement numbers be assigned?

A. Service agreement numbers will be assigned by Cisco systems used in the migration, in the same way that numbers are assigned to all other service agreements at Cisco.

Q. Will TANDBERG-specific legacy data be added to existing Cisco service agreements?

A. TANDBERG-specific legacy data will not be added to existing Cisco service agreements. Users will need to use contract management processes to merge existing service agreements with the migrated service agreements. For additional training on how to merge two contracts, follow the instructions on pages 20 to 22 of the Contract Management Job Aid, in the section "Merging Entire Contract into Another Contract."

Q. How will I get access to my service agreement after the migration?

A. The service agreements will be auto-registered to partner user ids upon completion of the migration.

Q. Is the serial number part of the bundle?

A. All serial numbers that are in a configuration (or bundle) will be migrated and exist on the service contract.

Q. What do I do if I do not see a serial number that I should have access to on my service agreement?

A. If you do not see a serial number that should have been migrated, open a case with the Service Support Center.

Q. How will historical information (dates, version numbers, etc.) for active service agreements be migrated?

A. Historical information will **not** be migrated. Only the current version of the service agreement and its version number will be migrated. Users will be able to refer to a view-only Concorde/SIR for a limited amount of time for history needs. Distributors who need access to their 2-Tier partner's historical information should work with their assigned Cisco Services Account Manager to procure this information.

Service Contract Migration Mapping

Q. How will legacy TANDBERG service contracts map to Cisco service contracts?

A. Table 1 shows how TANDBERG partner and customer contracts will migrate to Cisco contracts.

Table 1. Mapping of TANDBERG Contracts to Cisco Contracts

	TANDBERG Contract		Cisco Contract
Partner Core-Bridge Program	V26	Partner Core – Return to Factory	Partner Core-Bridge Program – Next Business Day (PADN)
	V27	Partner Core – Next Business Day	Partner Core-Bridge Program – Next Business Day (PADN)
Cisco Brand Resale	V31D, V31	Customer Core – Next Business Day + Remote	Essential Operate – Next Business Day + Remote (ECDN)
	V01D, V01	Customer Core – Next Business Day + Onsite	Essential Operate – Next Business Day + Onsite (ECDO)

Q. Will all of TANDBERG's Partner Core service contracts migrate to the Cisco Partner Core-Bridge Program?

A. Yes; Cisco will migrate all legacy TANDBERG Partner Core service contracts to Cisco Partner Core-Bridge Program service contracts.

Q. What tools do partners use to place services-only and service contract renewal orders?

A. Table 2 shows the tools partners use when ordering services only and service renewals.

Table 2. Tools for Ordering Services Only and Service Renewals

Cisco TelePresence Offering	1-Tier Partner	Distributor	2-Tier Partner
Cisco TelePresence Essential Operate	Cisco Service Contract Center	SMS3	SMS3
Cisco Partner Core-Bridge Program	Cisco Service Contract Center	SMS3	SMS3
Global Partner Network	Cisco Service Contract Center	SMS3	SMS3
Cisco Fixed-Price TelePresence Infrastructure Implementation Services	Marketplace Ordering Tool or Cisco Commerce Workspace	Marketplace Ordering Tool	Not available (orders placed through distributors)
Remote Managed Services	Cisco Service Contract Center	Not available (1-Tier offering only)	Not available (1-Tier offering only)

Cisco Technical Assistance Center Support

Q. What is the Cisco Technical Assistance Center?

A. The Cisco Technical Assistance Center (TAC) provides technical support for Cisco business video products.

Q. What service does the Cisco TAC offer?

A. The Cisco TAC provides service contract holders with:

- **Expert assistance:** To complement your in-house resources, the Cisco TAC employs a highly skilled staff who offer you years of video and networking experience, including many customer support engineers with networking and Cisco CCIE® certifications, as well as research and development engineers. Cisco engineers hold more than 800 U.S.-issued patents, are often asked to speak at technical conferences, and have authored numerous industry white papers and books.

- **Fast problem resolution:** The Cisco TAC provides a constant measurement of customer satisfaction and time-to-resolution tracking.

- **High level of knowledge:** The Cisco TAC offers depth and breadth of expertise with Cisco devices and operating system software, as well as a broad range of networking environments (such as voice, video, and data communications) and technologies (such as access dial, Cisco IP telephony, LAN switching, optical networking, security, content delivery networks [CDNs], storage area networks [SANs], IP routing, and wireless). Cisco TAC engineers have a minimum of five years of industry experience, and Cisco provides continuous training to help ensure that our technical staff stay current with the latest technologies.

- **Support 24 hours a day, 365 days a year in multiple languages:** By email or telephone, the Cisco TAC is there when you need it. In addition, to support the TAC, Cisco uses a powerful virtual lab, equipped with all Cisco devices and Cisco software versions, as an invaluable engineering resource and knowledge base for training, product information, and testing of network problems.

Q. How does a partner or customer open a case with Cisco TAC?

A. Customers and partners with a service contract can open a case through Cisco.com (www.cisco.com/en/US/support/index.html). Customers or partners must have their Cisco service contract number or serial number and a Cisco.com user ID when opening a case using the web.

Customers with severity (priority) 1 or 2 cases, or customers covered by warranty only, must call the TAC at 800 553-2447 or 408 526-7209 in the United States. For more information on opening a technical support case, and for regional TAC telephone numbers, refer to www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html.

Customers can also open technical support cases by sending an email to tac@cisco.com.

Q. How do I get a Cisco.com user ID?

A. Register for a Cisco.com user ID and create a Cisco.com profile at tools.cisco.com/RPF/register/register.do. Your Cisco user ID will give you access to the tools that will help you view, renew, and manage contracts, and open a support case.

Q. How does the Cisco TAC prioritize support service requests?

A. Cisco processes allow for customers to designate the severity of every service request reported. Priorities are based on the assigned severity levels.

Q. What support is provided through Cisco.com?

A. Cisco.com includes interactive consulting tools, a database, and knowledge transfer resources. It also includes product documentation.

Online troubleshooting tools and support resources include:

- Software Advisor: Features information and compatibility assistance

- TAC Case Collection: Identifies and troubleshoots common problems

- My Tech Support: Offers a personalized web page with customized links

- Output Interpreter: Provides problem resolution recommendations
- Peer-to-peer online forums: Enable sharing with others in your industry
- Technical Support Newsletter: Keeps you up to date and informed

These and other help tools and resources are available on the Technical Support and Document website at www.cisco.com/techsupport.

Q. What are the problem severity levels and associated responses?

A. To help ensure that all service requests are reported in a standard format, Cisco has established the service request severity definitions indicated below. These severity levels might not be applicable across all market segments and technologies. Severity levels and escalation guidelines might also vary based on the existing applicable agreement.

- **Severity 1 (S1):** Network is "down," or there is a critical impact to business operations. Customer and Cisco will commit all necessary resources around the clock to resolve the situation.

- **Severity 2 (S2):** Operation of an existing network is severely degraded, or significant aspects of business operation are negatively affected by inadequate performance of Cisco products. Customer and Cisco will commit full-time resources during normal business hours to resolve the situation.

- **Severity 3 (S3):** Operational performance of the network is impaired, although most business operations remain functional. Customer and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.

- **Severity 4 (S4):** Customer requires information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on business operations.

- **For S1 or S2 service requests:** If the customer's production network is down or severely degraded, the customer must contact the Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep the customer's business operations running smoothly.

Q. What is the escalation process?

A. If a customer does not feel that there is adequate forward progress or feels that the quality of Cisco service is not satisfactory, Cisco encourages the customer to escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC duty manager.

Note: Severity 1 and 2 escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Severity 3 and 4 escalation times correspond with standard business hours.

For more information, download the Severity and Escalation Guide at www.cisco.com/web/about/doing_business/legal/service_descriptions/docs/Cisco_Severity_and_Escalation_Guidelines.pdf.

Return Materials Authorization (RMA)

Q. Will RMAs continue to ship with preinstalled software keys?

A. No. Partners or customers will need to log in to Cisco.com to get the appropriate keys and software versions for RMA products.

Q. How do I get an RMA after contract migration?

A. Once a partner has a service request open with TAC, an RMA will be initiated according to the case resolution procedures. For service programs, orders will be managed and fulfilled through the Cisco Advance Replacement network via the Cisco Service Supply Chain.

Q. What is the Cisco Service Supply Chain, and what happens after the integration?

A. The Cisco Service Supply Chain provides a global advance replacement program for service programs. Several functions within the Service Supply Chain are involved in this integration: Global Repair, Global Asset Recovery, Global Field Engineering (Third-Party Maintenance [TPM]), Order Management, Inventory Planning, and Logistics.

After contract migration, customers and partners will open cases with the TAC and have one service RMA process.

Q. What drives the Cisco Service Supply Chain's depot fulfillment?

A. The service contract and install-at address of the products drive the Cisco Service Supply Chain's depot fulfillment. If customers or partners do not have a contract with Cisco, the depot fulfillment will not occur. If customers or partners do not have a correct install-at address in the contract, the Cisco Service Supply Chain will not be able to fulfill the replacement products in the correct depot.

Q. Who is responsible for updating the site addresses?

A. Partners and customer have the responsibility of updating the site addresses.

Q. What happens if the site addresses are incorrect?

A. If the site addresses are incorrect, the Service Supply Chain depot may not have the replacement units, and thus there will be a delay in delivery.

Q. Does Cisco provide a prepaid airway bill for RMA returns?

A. No; Cisco does not provide prepaid airway bills for all locations. In some areas, customers will have to return defective products at their own expense. For detailed instructions, they will need to see the RMA instructions when they submit an RMA.

Q. Will Cisco provide service support for home use customers?

A. No, Cisco does not provide service for residential installations as part of the Cisco TelePresence Services portfolio

Q. Does Cisco provide configured replacement units?

A. After contract migration, the standard Cisco process will be in place. Cisco ships the replacement hardware, but customers or partners need to download the software and configure it. Review the Cisco Activation Key Process: Self Service Guide for complete instructions.

Q. How do I get an RMA for a failed unit to Cisco for repair and return to me?

A. The TANDBERG V26 Return to Factory service offer has been discontinued as of January 31, 2011.

Q. I received a replacement unit for an RMA. However, the unit is dead on arrival (DOA). How do I get a replacement unit?

A. Contact TAC using your previous case number and RMA number to report that the unit is DOA. Once the TAC has determined the product to be DOA and eligible for replacement, a request for a replacement and new RMA will be submitted.

Q. I opened a TAC case and an RMA was created before the contract migration date. How is this RMA handled?

A. RMAs for legacy TANDBERG contracts opened through the TANDBERG process will be handled by the TANDBERG process.

Collaborative Partners

Q. How do partners participating in collaborative programs (such as the Cisco Partner Core-Bridge Program) create and track a Level 3 support case?

A. They will use the Cisco TAC Service Request Tool (TSRT) to open a case online, or the Cisco toll-free number to create a case via phone. To access Cisco Technical Support, partners need to be registered and create a Cisco.com ID, set up a profile, and associate contracts with their profile. Instructions for doing this are available at http://tools.cisco.com/ServiceRequestTool/create/launch.do. Click on "Flash" at the bottom of the page for an overview.

- TSRT is the preferred method to open a service request. Basic information on TSRT is at the page linked to above, in either the "PDF" or "Flash" link at the bottom of the page.
- Partners can also contact Cisco for support as follows:
  - Send an email to tac@cisco.com.
  - Call in for support. For a list of worldwide contacts, visit www.cisco.com/web/siteassets/contacts/international.html#~tab-c?reloaded=true
- Regardless of the method of contact, customers will need the following when contacting Cisco:
  - Cisco.com ID
  - Contract number or serial number
- Once a service request is opened, the customer will receive a service request number for tracking and reference purposes.

Q. How does access to Cisco.com work under the Cisco Partner Core-Bridge program?

A. Cisco provides partners access to Cisco.com, which provides technical and general information on products, as well as access to the Cisco online Software Center library. Partners administer and authorize registered end user access to Cisco.com via the Partner Initiated Customer Access (PICA) process. This process provides the designated end user with technical and general information on Cisco products as well as the ability to receive individual case status. The process is subject to access restrictions as identified by Cisco from time to time.

Warranty

Q. What is the Cisco warranty?

A. Warranties are short-term commitments for Cisco to repair and/or replace defects in Cisco products. They are limited in duration and the support they offer. Also, warranties do not include Cisco TAC support, software updates, or any of the additional benefits obtained under a support service contract. It is the responsibility of Cisco to repair and/or replace the Cisco product during the warranty duration.

Elements covered under a Cisco warranty are:

- **Hardware:** This guarantees that the piece of hardware will be free of defects in material and workmanship under normal use, or it will be repaired or replaced by Cisco.
- **Software:** This guarantees that the physical media are free from defects, or they will be replaced by Cisco. Also, the warranty guarantees that the software generally conforms to the published specifications for the product. The warranty is explicitly "as is," and no new releases are included.

To find the warranty information that applies to a specific product or product family, visit the Cisco Warranty Finder at www.cisco-servicefinder.com/WarrantyFinder.aspx.

Q. What are the warranty terms for Cisco TelePresence products?

A. TANDBERG products assumed the Cisco TelePresence 90-day limited hardware and software warranty. Effective September 1, 2010, the TANDBERG 12-month warranty (with an additional 1-month grace period) was replaced by the standard Cisco 90-day warranty (with an additional 90-day grace period).This change brings the TANDBERG warranty in line with Cisco's standard warranty offering.

For details on Cisco's warranty, visit www.cisco.com/en/US/products/prod_warranties_listing.html.

Q. What service levels and warranties are offered for each product family?

A. Cisco features the same warranty and technical services for all TANDBERG products: generally a 90-day limited hardware and software warranty and Essential Operate Service and Remote Management Services.

Dead on Arrival (DOA)

Q. I purchased a product from Cisco with Cisco product IDs and delivered it recently. This newly shipped product turned out to be dead on arrival (DOA). How can I return it?

A. The DOA criteria are as follows:

- DOA is defined as a new product that fails at initial power-up.
- The DOA process is separate from any warranty programs.
- DOAs must be claimed within three months of the ship date to the partner.
- Products must have been purchased directly from Cisco.
- The customer must provide the serial number and purchase order/sales order for the purchase.
- Credit will be issued only once the product is physically returned to Cisco's designated location.
- Standard lead-time to receive a replacement product is three to five business days, as new products are made to order and are not "in-stock" items.

The DOA request process:

- Contact the Cisco Technical Assistance Center (TAC) to report the defective product.
- Once the TAC has determined the product to be DOA and eligible for new product, a request for a replacement will be submitted. Note: The replacement product can take 2 to 10 days to arrive.

  For more details on DOA, review
  www.cisco.com/web/ordering/cs_info/or3/o32/Return_a_Product/WWRL_HOME.html#2

Q. I purchased a product using the legacy TANDBERG process with TANDBERG product IDs and delivered it recently. This newly shipped product turned out to be dead on arrival (DOA). How can I return it?

A. For this DOA product, work through the legacy TANDBERG process.

Other Services

Q. Describe the available user manuals and product documentation.

A. User manuals and other product documentation are available on Cisco.com at
www.cisco.com/public/support/tac/documentation.html.

Q. How is product "end of life" handled?

A. Products reach the end of their product lifecycle for a number of reasons. These reasons might be due to market demands, technology innovation, and development promoting changes in the product, or the products might simply have matured over time and are being replaced by products with richer capabilities. Although this is an established part of the overall product lifecycle, Cisco recognizes that end-of-life milestones prompt companies to review the way in which end-of-sale and end-of-life milestones affect the Cisco products in their networks. With that in mind, we have set out below our end-of-life policy to help customers better manage their end-of-life transition and to understand the role that Cisco can play in helping to migrate to alternative Cisco platforms and technology.

As a general rule, Cisco will provide six months' notice of the affected product's end-of-sale date and/or the last day on which the affected product can be ordered. This notice will appear on the Cisco.com site (www.cisco.com/en/US/products/prod_end_of_life.html). Customers are encouraged to visit this site regularly because it contains useful information regarding Cisco's end-of-life program. Sign up to receive notifications here: www.cisco.com/cgibin/Support/FieldNoticeTool/field-notice.

Access to the Cisco TAC will be available 24 hours a day, seven days a week, for a period of five years from the end-of-sale date for hardware and operating system software issues and for a period of three years from the end-of-sale date for application software issues.

Spares or replacement parts for hardware will be available for a period of five years from the last date of sale. Cisco will provide spares and replacement parts in accordance with our RMA process.

Where available, Cisco will provide bug fixes, maintenance releases, workarounds, and patches for critical bugs reported through the TAC or Cisco.com website for a period of five years from the end-of-sale date for operating system software and for a period of three years from the end-of-sale date for application software. Bear in mind that it might be necessary to use a software upgrade release to correct a reported problem.

The customer will need to help ensure that they have a current and fully paid support contract with Cisco. Customers should contact their Cisco support account manager regarding fees payable during the end-of-life period, so that Cisco can provide support through the end-of-life transition period.

Below are guidelines to follow to help ensure that customers receive effective support for the affected products within their network:

- For hardware or software that is not covered under a service contract, customers may add the product(s) to a current service contract or purchase a new service contract until 12 months after the last date of sale.

- Service contracts that have not been renewed or that have lapsed after 12 months of the last date of sale are not renewable.

- Renewal of the customer's service contracts will generally be available until the last year of support but will not extend beyond the last date of support.

For an end of policy overview, refer to http://www.cisco.com/en/US/products/products_end-of-life_policy.html.

Q. How are end-of-sale products handled for legacy TANDBERG products that were at end of sale prior to January 31, 2011?

A. For products that went through the end-of-sale cycle within the TANDBERG process before January 31, we will follow TANDBERG's legacy end-of-sale rules of a four-year obligation.

Licensing

Q. Will newly purchased TANDBERG products continue to ship with preinstalled software keys?

A. Yes; newly purchased TANDBERG products will continue to ship with preinstalled software keys.

Q. What if partners or customers want to upgrade the software on an installed TANDBERG product?

A. Full-version software upgrades require an active service contract and a new software key. If the installed product is covered by an active service contract, that product is entitled to all available software versions for that product. New software keys and updated software versions will be available at Cisco.com. Minor version updates do not require a new software key, and can be downloaded at Cisco.com.

Q. When will full software licensing self-service be available at Cisco.com?

A. Full software licensing self-service will be available upon contract migration.

Q. Will Cisco.com allow partners and customer to get licenses in bulk, similar to the functionality in TANDBERG WebRK?

A. No. Software licenses can only be issued individually at present.

Q. How will I get assistance with software licensing issues for installed TANDBERG products?

A. The Global Licensing Operations (GLO) team provides support for TANDBERG software licensing issues. Service requests can be opened online at Cisco.com.

For more information, review the Cisco Activation Key Process: Self Service Guide.

Additional Information

Q. Where can I go for more information?

A. For more information visit the following webpages:

Service Support Center: www.cisco.com/go/ssc

CSCC: www.cisco.com/web/services/ordering/cscc/access.html

SMS3: www.cisco.com/web/services/ordering/sms3/index.html

Cisco Integrated Services Experience partner website: www.cisco.com/web/services/tandberg_cise.html

Service and Support for TANDBERG Acquisition website: www.cisco.com/en/US/products/ps11105/serv_group_home.html

Cisco TelePresence Services: www.cisco.com/go/partners/businessvideo

Cisco Partner Core-Bridge Program: www.cisco.com/go/core_bridge

TAC Service Request Tool: tools.cisco.com/ServiceRequestTool/create/launch.do

Licensing requests: www.cisco.com/go/license

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