

# Jungo Connected Home Division and CastUP Acquisition

## Introduction

This document provides answers to some of the most common questions regarding service offerings, service agreements, and technical support for Jungo Connected Home Division and CastUP now that they are a part of Cisco.

## Service Offer

- Q.** Can I expect the same service coverage?
- A.** We will make every effort to transparently integrate offers so that your customer experience remains the same.
- Q.** How will I order services going forward?
- A.** Your existing teams from Jungo Connected Home Division and CastUP will continue to support your needs. Please continue to use Cisco tools and processes for products and services purchased from Cisco.

## Service Delivery and Support

As current customers of Jungo Connected Home Division and CastUP, please continue to use the same process for support on installed products. The migration to Cisco tools and processes will be communicated with ample lead time.

- Q.** How do I get support for Jungo Connected Home Division products?
- A.** Customers use their existing process for support:

[Online Support](#)

Email: [rg\\_support@jungo.com](mailto:rg_support@jungo.com)

Phone: +972 (0)74 721-2121

- Q.** How do I get support for CastUP products?
- A.** Customers use their existing process for support:

Email: [support@castup.net](mailto:support@castup.net)

Phone: +972 (0) 3 7917917

- Q.** How do I get support for Cisco products?
- A.** Customers should continue to use the Cisco TAC for technical support on Cisco products. For more information about opening a technical support case and for regional TAC telephone numbers, refer to [www.cisco.com/en/US/support/tsd\\_cisco\\_worldwide\\_contacts.html](http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html).

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## Service Agreement Migration

- Q.** When will Jungo Connected Home Division and CastUP customer service agreements be migrated into the Cisco installed base?
- A.** We will review all service contracts and manage each migration on a per customer basis.
- Q.** How do I renew service contracts?
- A.** Jungo Connected Home Division and CastUP customers should renew their contracts through their existing account manager, until further notice.

## Additional Information

- Q.** Who can I contact if I would like more information?
- A.** For more information, email [services-ga-nds@cisco.com](mailto:services-ga-nds@cisco.com).
- Q.** Where can I go for more information?
- A.** For more information, visit the following webpages:
- [NDS acquisition and integration](#)
  - [Service and support for NDS acquisition](#)
  - [Service and support for Jungo Connected Home Division acquisition](#)
  - [Service and support for CastUP acquisition](#)
  - [Cisco Services for service providers](#)



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