

Cisco Services for Viptela Integration

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Introduction

This document provides answers to some of the most common questions regarding service offer integration, and technical support and delivery for SD-WAN products.

Product and Service Offer Integration and Orderability

Q. What is Orderability?

A. Orderability enables customers to order new SD-WAN products and services using Cisco® processes and tools. In addition, orderability allows customers to utilize Cisco service and support tools and processes for products, RMAs and licensing. Orderability began on April 30, 2018.

Q. How are the existing Viptela products being mapped into the Cisco portfolio?

A. Table 1 shows how the Viptela products are being mapped at Cisco.

Table 1. Mapping of Viptela Products to Cisco Products

Viptela Product Name	Cisco Product Name
Secure Extensible Network	Cisco SD-WAN
vManage	Cisco vManage
vSmart Controller	Cisco vSmart Controller
vBond Orchestrator	Cisco vBond Orchestrator
vAnalytics	Cisco vAnalytics
vEdge Routers	Cisco vEdge Routers
Viptela Enterprise Software Subscription	Cisco One Advantage
Viptela Pro Software Subscription	Cisco DNA Advantage
Viptela Plus Software Subscription	Cisco DNA Essentials

Q. What is the difference between how Viptela and Cisco sells the SD-WAN solution?

A. Table 2 shows the difference between how the solution is sold at Cisco compared to Viptela.

Table 2. Difference between Viptela and Cisco SD-WAN Solutions

Viptela Solution	Cisco Solution
<ul style="list-style-type: none">• Hardware appliance + platform OS software• Software subscription with embedded hardware and software support, including next business day hardware replacement	<ul style="list-style-type: none">• Hardware appliance• Software subscription with embedded software support<ul style="list-style-type: none">• Option to purchase premium Cisco Solution Support for Software• Smart Net Total Care Service for Hardware Support, including next business day hardware replacement (auto attach)<ul style="list-style-type: none">• Option to purchase premium Cisco Solution Support with Smart Net Total Care

Q. How are the Viptela hardware and software services being mapped into Cisco Services?

A. Viptela services are being mapped to Cisco Services offers as shown in Table 3.

Table 3. Mapping of Viptela Services to Cisco Services

Viptela Service Offer	Cisco Services
Technical Services	
Embedded hardware support	Cisco Smart Net Total Care
Embedded software support	Embedded Software Support
n/a	Cisco Solution Support with Smart Net Total Care Cisco Solution Support for Software
Advisory Services	
n/a	DNA Advisory Service Advanced Services Transaction
PS-TL Custom Scoped engagement (Time & Labor) PS-PDI-40 Plan, Design and Implementation for Small Deployment	SD-WAN Design Services Advanced Services Transaction
n/a	Operations Planning Advanced Services Transaction
Implementation Services	
PS-TL Custom Scoped engagement (Time & Labor) PS-PDI-40 Plan, Design and Implementation for Small Deployment	SD-WAN Implementation Service Advanced Services Transaction
n/a	Solution Validation Services (SVS) Advanced Services Transaction
PS-PDI-40 Plan, Design and Implementation for Small Deployment	SD-WAN Advise and Implement Commercial Quick Start Advanced Services Transaction
Optimization Services	
n/a	Cisco Business Critical Services Advanced Services Subscription
Managed Services	
n/a	Cisco Managed Services for SD-WAN
Learning Services	
Viptela SD-WAN Deployment and Troubleshooting	Cisco SD-WAN Operation and Deployment Cisco Learning Services for SD-WAN

Cisco Technical Services

Cisco Smart Net Total Care Service

Q. What is Cisco Smart Net Total Care® service?

A. As part of the Cisco Technical Support Services portfolio, Cisco Smart Net Total Care provides your staff direct, anytime access to Cisco Technical Assistance Center (TAC), and an extensive range of online resources. You receive fast, expert technical support, flexible hardware coverage, and smart, personalized capabilities to help you resolve critical network issues.

Q. What is included with Cisco Smart Net Total Care service?

A. Smart Net Total Care includes:

- Global 24 hour access to Cisco Technical Assistance Center (TAC)
- Access to online knowledge base, communities and tools
- Current hardware replacement option: next business day delivery, 2 hour/4 hour, where available, for SD-WAN products
- Operating system software updates
- Smart, proactive diagnostics and real-time alerts on devices enabled with Smart Call Home

For more information about Smart Net Total Care service, download the [at-a-glance](#) and [service description](#).

Q. Why should a customer buy Cisco Smart Net Total Care services?

A. By covering Cisco products with a Cisco Smart Net Total Care contract, a customer can:

- Maximize product and network availability, reliability, stability and security
- Reduce the cost of network ownership by using Cisco expertise, knowledge, and availability
- Increase return on investment (ROI) by having access to Cisco operating system software enhancements
- Better manage scarce internal expert resources at all locations
- Improve productivity and revenue per employee with access to tools and technical support documentation that can increase self-sufficiency and technical knowledge
- Opportunity to obtain global TAC support across all Cisco network devices

Q. How can customers purchase Smart Net Total Care services?

A. Customers may purchase Smart Net Total Care services directly from Cisco through a Cisco account manager, or through our global network of highly qualified Cisco partners. Customers may find a partner through the Cisco [Partner Locator](#).

Cisco Solution Support

Q. What is Cisco Solution Support?

A. Cisco Solution Support is the recommended service on both the hardware and software licenses. Cisco Solution Support is an essential element of a Cisco solution by helping to maintain its performance, reliability, and return on investment. Cisco Solution Support combines Cisco product support — Cisco Smart Net Total Care or Software Support Service — with solution-level support into one service. Customers simply purchase Cisco Solution Support for each Cisco hardware or software product in their eligible solution.¹ If an issue arises anywhere in their deployment, or they only think they might have one, they simply contact us. Our team of solution experts is the primary point of contact, coordinates product support teams when needed, and owns the case from first call to resolution.

Q. What is included with Cisco Solution Support?

A. Cisco Solution Support includes:

- Global 24 hour access to Cisco Technical Assistance Center (TAC)
- Primary point of contact: Our team of Cisco solution experts is accountable for resolving issues no matter where it resides. Customers receive continuity of service from first call until the case is closed.
- Solution expertise: Our deep knowledge about how the solution works as a whole means we can often resolve issues immediately, helping customers get back to business sooner.
- Product support team coordination: Through our seamless collaboration with the Cisco TAC and strong relationships with solution partners, we effectively manage support to best resolve customers' issues.
- Open door approach: Customers can initiate a case even if they're not sure they have an issue. There's no need to diagnose problem before contacting our solution experts.
- One service, broad coverage: Customers get both solution-level support and Cisco product support in one service that's easy to order and renew. They use the same familiar ordering process they use to buy Cisco product support.
- Easy expansion to new Cisco solutions: Attach this service to Cisco products in one solution, and they remain covered when deployed in any future solution customers' purchase.

Refer to the [overview](#) and the service descriptions for more detailed information regarding Cisco Solution Support: [Cisco Solution Support with Smart Net Total Care](#) and [Cisco Solution Support with Software Support Services](#).

Q. Why should a customer buy Cisco Solution Support?

A. By covering Cisco products with a Cisco Solution Support contract, a customer can:

- Innovate with confidence: Adopt new technologies to grow business. Cisco expert engineers are here to help customers succeed.
- Focus on business: We take the lead to manage technology issues across the customer's solution so they can focus on their customers and business.
- Resolve solution-level issues quickly: Maintain solution reliability and performance by getting issues resolved more quickly than with product support alone.

¹ Product support for any solution partner products is required. Contact these vendors for more information.

Q. How can customers purchase Cisco Solution Support?

A. Customers may purchase Solution Support directly from Cisco through a Cisco account manager, or through our global network of highly qualified Cisco partners. Customers may find a partner through the Cisco [Partner Locator](#).

Cisco Embedded Software Support

Q. What is Cisco Embedded Software Support?

A. As part of the Cisco Technical Support Services portfolio, the Cisco embedded software support program provides maintenance and minor updates, access to online resources and Cisco Technical Assistance Center (TAC) support services, plus major software application upgrades. Upgrades provide a richer feature set and improved performance and efficiency. Embedded support helps maximize business outcomes, protects the customer's investment, and provides round-the-clock coverage from highly-skilled engineers.

Q. What is included with embedded support?

A. Embedded support offers foundational software application support for the full term of the purchased software subscription, including:

- 24x7 access to Cisco Technical Assistance Center (TAC) support
- Maintenance, minor and major software release updates
- Anytime online support tools and community

For more information about Cisco embedded support, download the [service description](#).

Q. How are users notified of new software releases with embedded support?

A. New releases are announced in product bulletins that are available through the [Cisco Notification Service](#). This service allows you to create customized, flexible notification alerts, which can be sent to you by email or RSS feed, on critical product support subjects: Security Advisories, Field Notices, End of Sale/Support statements, Software Updates, and Known Bugs.

Q. How does a customer obtain SD-WAN software updates with embedded support?

A. Updates to the Cisco DNA SD-WAN software is available via [Cisco Software Download Center](#). All customers gain access to these updates with the embedded support software contract

Cisco Advanced Services Transactional

Q. What are Cisco Advanced Services Transactional offers?

A. Cisco Advanced Services Transactional (AS-T) offers are custom scoped and priced and written on a statement of work (SOW). The engagement is primarily used for one-time "day 1" services. The SOW is used to define limitations of liability, characteristics of delivery, payment terms, and other provisions.

Q. What Cisco Advanced Services Transactional offers for SD-WAN are available?

A. Table 4 lists the AS-T offers for SD-WAN that are available.

Table 4. Advanced Services Transactional Offers for SD-WAN

Name	Description
DNA Advisory Service	Helps build a cost-effective strategy to move to a digital architecture
SD-WAN Advice and Implement <ul style="list-style-type: none"> • Design Service • Implementation Service 	<p>Create a detailed design that includes analysis of your business profile, requirements, application visibility metrics, and current architecture assessment</p> <p>Provide a detailed implementation and test plan, deploy a pre-defined number of sites and provide support for a fixed timeframe after</p>
Operations Planning	Prepares for the operational changes required to take full advantage of the benefits an SD-WAN solution
Solution Validation Services (SVS)	Focuses on validating complex customer-specific solutions and accelerating the adoption of new technologies
SD-WAN Advice and Implement Commercial Quick Start	Fixed scope pre-defined implementation encompassing a hosted SD-WAN solution

Q. How are the services delivered?

A. Services are delivered both remotely and onsite to the customer.

Q. How can customers purchase the AS-T offers?

A. Services are available and orderable via the Advanced Services Transaction (AS-T) service type using a statement of work (SOW). Customers may purchase Cisco Advanced Services Transactional offers by working with their Cisco account manager or partner, who will then engage a Cisco SD-WAN Services Business Development Manager.

Cisco Advanced Services Subscription

Q. What are Cisco Advanced Services Subscription offers?

A. Cisco Advanced Services Subscription (AS-S) offers are time-bound engagements that are typically defined as “day 2” engagements for advanced network optimization or support. The deliverables are predefined and are covered under a Service Description and a Cisco Master Agreement. Generally there are no additional contract requirements, and the subscription is renewed annually.

Q. How are the AS Subscription services delivered?

A. Services are delivered both remotely and onsite to the customer.

Q. What Cisco Advanced Services Subscription offers for SD-WAN are available?

A. Cisco Business Critical Services for SD-WAN is the AS-S offer that is available.

Q. What is Cisco Business Critical Services for SD-WAN?

A. Cisco Business Critical Services for SD-WAN provides an optimized solution for customers as their network grows and changes. Our technical and professional services expertise, tools, and best practices will help customers intelligently run their network and achieve optimal performance.

For more information about the Cisco Business Critical Services for SD-WAN, download the [service description](#).

Q. How can customers purchase Cisco Advanced Services Subscription offers?

A. Customers may purchase Cisco Advanced Services Subscription offers by working with their Cisco account manager or partner, who will then work directly with the Cisco business development manager team.

Cisco Managed Services

Q. Are Managed Services available for SD-WAN?

A. Yes, Cisco Managed Services for SD-WAN expands upon the native efficiencies built into the SD-WAN cloud-delivered architecture. With Cisco-led 24/7 operations of SD-WAN, incident, problem, and change management are all part of the operational capabilities. More than that is the increased visibility into the software functions of SD-WAN. CMS has highly certified expert technical talent who know Cisco solutions to provide all the efficiencies facilitated by the SD-WAN solution while reducing risk in deploying such innovative solutions. For customers who need always-on Day 2 management of their SD-WAN solution, Cisco Managed Services provides the most comprehensive suite of capabilities to ensure the intended business outcomes of the solution.

Refer to the [service description](#) and [At-a-Glance](#) for more detailed information regarding Cisco Managed Services for SD-WAN.

Q. How do customers order Managed Services for SD-WAN?

A. To order Cisco Managed Services for SD-WAN, email [CMS War Room](#).

Cisco Learning Services

Q. What type of SD-WAN training courses are available?

A. The **Cisco SD-WAN Operation and Deployment course (ENSDW)** is an instructor-led, lab-based, hands-on course offered by Learning@Cisco. Students will learn how to create, manage, and operate a SD-WAN Secure Extensible Network (SEN). The 2-day course covers the SD-WAN scalable Zero Touch Provisioning (ZTP) configuration templates, network-wide policies (control, data, and app-aware), and network management.

Q. How do customers order SD-WAN training courses?

A. For more information about schedules and registration for this course, visit the [Cisco Learning Locator](#).

Technical Support

NOTE: After Viptela customer data has been migrated to Cisco, Viptela customers and partners will use Cisco tools and process to access support. Until then, legacy Viptela customers should continue to use Viptela tools and processes for support.

Cisco Technical Assistance Center

Q. What is the Cisco Technical Assistance Center?

A. The Cisco Technical Assistance Center (TAC) provides technical support for all Cisco products, including Cisco SD-WAN products.

Q. What service does the Cisco TAC offer?

A. The Cisco TAC provides service contract holders with:

- **Expert assistance:** The Cisco TAC employs a highly skilled staff who offer you years of security and networking experience, as well as research and development engineers.
- **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.
- **Support 24 hours a day, 365 days a year:** By email or telephone, the Cisco TAC is there when you need it.

Q. How do customers open a case with Cisco TAC?

A. Customers with an active service contract can [open a case](#) through Cisco.com. Customers must have their Cisco service contract number, a Cisco.com user ID, and software product family when opening a case using the web.

Customers with severity (priority) 1 or 2 cases 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 [Cisco Worldwide Contacts](#).

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

Q. What do customers need to open a case with Cisco TAC?

A. To open a case with TAC, customers must do the following:

- [Register for a Cisco.com user ID](#).
- Associate your contract number to your Cisco.com user ID

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

A. [Register](#) for a Cisco.com user ID and create a Cisco.com profile. A Cisco user ID will give customers access to the tools that will help them view, renew, and manage contracts, and open a support case.

Q. How do customers associate their new Cisco Service Agreement Contract Number to their Cisco.com user ID?

A. Viptela customers will need to add their Cisco Service Agreement Contract Number to their user ID in the [Cisco Account Profile](#). From there, click the “Add Access” button, then select the “TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com” radio button on the pop-up screen, and

then click “Go” to manage your Service Contract online. If you have multiple service contract numbers, please separate them by commas.

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:

- TAC Case Collection: Identifies and troubleshoots common problems
- My Tech Support: Offers a personalized web page with customized links
- 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 [Support and Downloads website](#).

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](#).

Cisco SD-WAN Device Provisioning

- Q.** What are Smart Accounts and Virtual Accounts that are used with Cisco SD-WAN products and services?
- A.** Smart Accounts are a new way for customers to manage their software licenses. They provide a central location where customers can manage Cisco licenses across the entire organization. Smart Accounts are similar to online bank accounts. Customers can view, store, manage, and move their Cisco software assets to where they are needed. After you set up a Smart Account, you have the flexibility to create sub accounts (virtual accounts) to help manage your licenses for departments, areas, or locations within your organization.
- More details about Cisco Smart Accounts can be found [online](#).
- Q.** What is the role of Plug and Play in the device provisioning?
- A.** The Plug and Play Connect portal is used to manage devices to controller mapping. This service is used for a successful redirection of routers to their corresponding controllers on the networks.
- Q.** How can customers add or move devices from one virtual account to another?
- A.** Customers can add devices in the [Plug and Play Connect portal](#) by selecting the “Add device” capability on the “Devices” tab. Customers enter the base product ID (PID) name and serial number of the device. The device should self-provision if the virtual account has a vBond controller defined. Similarly, customers can delete the device using the “Delete device” capability on the “Devices” tab.
- Q.** What steps should customers take for the successful provisioning of devices using plug and play with on-premise deployments?
- A.** Customers need to log into the [Plug and Play Connect portal](#) and define their vBond controllers – **not** vManage – for on-premise deployments. Customers should use the “Add Controller” capability to add the vBond information. If customers have a specific virtual account (overlay id), they will need to define it under the “Network” tab or the system will generate one. The Organization Name should be the same name that is used for vManage.
- Q.** What does the “Default” setting in the controller profile mean?
- A.** Controller profile set as “Default=Yes” means that any SD-WAN routers which are part of the same virtual account will be assigned to that controller automatically.
- Q.** What are the rules around editing a vBond controller profile?
- A.** In a vBond controller profile, only Cisco Support engineers are able to edit cloud-hosted vBond controller details on Plug and Play. Once the devices are assigned to a vBond controller and provisioned, customers cannot edit a vBond controller.

Return Materials Authorization (RMA)

- Q.** How will customers get a return materials authorization (RMA) for defective SD-WAN products?
- A.** Once a customer has a service request open with TAC, an RMA will be initiated according to the case resolution procedures. Orders will be managed and fulfilled through the Cisco Global Service Supply Chain Logistics.

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- Q.** How do customers check on the status of an RMA?
- A.** Customers can review the status of all pending, open, and closed RMAs on the [Product Returns & Replacements \(RMA\) webpage](#).
- Q.** Will RMAs continue to ship with preinstalled software keys?
- A.** RMAs are shipped with preinstalled software. The provisioning for the RMA replacement unit has to be activated before the unit will be operational.
- Q.** How does a customer provision a replacement unit?
- A.** Beginning in mid-June 2018, RMA replacement serial numbers will automatically be added to the same virtual account (overlay) that the replaced serial number was in. When the replaced unit is returned to Cisco, the replaced serial number will be removed automatically from the virtual account (overlay). Prior to mid-June 2018, customers will need to add the replacement serial number themselves to their virtual accounts (overlay) in the [Plug and Play Connect portal](#). Cisco Network Plug and Play helps automate the onboarding of new devices on the customer's network by applying configuration settings without manual intervention. With the ease of a centrally managed controller, it reduces the time a new device takes to join the network and become functional. For more information, visit the [Cisco Plug and Play Connect website](#).
- Q.** Who is responsible for updating the site addresses?
- A.** Customers 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.** The RMA status page will include a link to the [Product Online Web Return \(POWR\) tool](#) that can be used to see if the RMA type qualifies for free pick up or for further instructions.
- Q.** A customer has received a replacement unit from Cisco Service Supply Chain for an RMA. However, the unit is dead on arrival (DOA). How is the defective unit replaced?
- A.** The customer should contact TAC using the 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.

End of Life

- Q.** How is product "end of life" handled?
- A.** 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 [End-of-Sale and End-of-Life Products site](#). 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](#). Review the [end of product life cycle overview and policy on product discontinuance](#).

Warranty

Q. What is the Cisco warranty?

A. Warranties are short-term commitments for Cisco to 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 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 replaced by Cisco.
- **Software:** This guarantees that the physical media are free from defects, or they will be replaced by Cisco within the first 90 days of purchase. 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](#).

Q. What are the warranty terms for SD-WAN products?

A. SD-WAN products include a Cisco 3-year limited hardware and 90-day limited software warranty. View details about Cisco’s warranty [online](#).

Additional Information

Q. Describe the available user manuals and product documentation.

A. User manuals and other product documentation are available on the [Support & Downloads webpage](#).

Q. Where can I go for more information?

A. For more information visit the following webpages:

Service and Support for Viptela Acquisition: www.cisco.com/c/en/us/services/acquisitions/Viptela.html

Cisco SD-WAN Solution: www.cisco.com/c/en/us/solutions/enterprise-networks/sd-wan/index.html

Support Case Manager: mycase.cloudapps.cisco.com/case

Plug and Play Connect portal: software.cisco.com/#module/pnp

Product Returns & Replacements (RMA) portal: ibpm.cisco.com/rma/home/



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Printed in USA

5/18