

Cisco Services Customer Q & A

TANDBERG Service Agreement Migration

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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, you will renew services through your partner as you have done in the past.

Service Agreement Access

- Q.** How do I get access to my new Cisco service agreement number?
- A.** Although your TANDBERG service agreements will be assigned new Cisco contract numbers, the serial numbers will remain the same in the Cisco tools. Contact your partner or Cisco account representative for your new contract number.

Service Agreement Content

- Q.** Are my serial numbers going to be the same?
- A.** Yes; migrated service agreements will have the same serial numbers, so you can access support with your serial number.
- 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 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.

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 customer open a case with Cisco TAC?
- A.** Customers with a service contract can open a case through Cisco.com (www.cisco.com/en/US/support/index.html). Customers 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 customer has a service request open with TAC, an RMA will be initiated according to the case resolution procedures. For service_programs_x 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.

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- 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.

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/cgi-bin/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 I 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 me 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 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

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

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



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