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Cisco Systems introduces Quality of Service Certification for Managed Network Services to support Voice and Video over Internet Protocol

Cisco Powered Network Program offers New QoS Certified Service Designation for Multiservice IP VPNs, Helping Businesses to Evaluate Network Services for VoIP

Energis IP VPN Service First to Gain QoS Certification in Europe

London, UK, 16 February 2005 - Cisco Systems® today announced a new Cisco Powered Network designation to help businesses that are converging voice and data networks to evaluate providers of managed Virtual Private Network (VPN) services. The new Cisco® Powered Network designation, IP VPN-Multiservice QoS Certified, verifies that the managed IP VPN service operator has committed to meeting Cisco-defined best-practice criteria for delivery of real-time voice and video services.

The new Cisco QoS Certification requires the service provider to undergo an annual third-party, on-site assessment, to validate that the service provider follows best practices for delivering recommended levels of network performance (including latency, jitter and packet loss) and customer support. The certification also specifies that the service level agreement must span the network from customer-edge to customer-edge in order to provide the end-to-end transparency and seamless management essential in a converged voice and data environment.

Energis First to earn IP-VPN Multiservice QoS Certified Service Designation

Energis has become the first service provider in Europe to earn the new Cisco Powered Network QoS certification for its IP VPN service. Energis offers a portfolio of technically

advanced products and services covering contact centres, data, voice, Internet services and security. Helping the largest and most successful organisations and public institutions in the UK and Ireland to achieve their business goals using technology, its major customers include Tesco, Boots and Royal & SunAlliance.

John Pluthero, chief executive of Energis, commented: “The Cisco Powered Network initiative is all about demanding and driving excellence. For too long, telecom customers have struggled with the complexities of choosing the right outsourcing provider; our mission is to show them there’s a better way. Cisco’s program will boost customer confidence in outsourcing IP VPN services, especially poignant at a time when 50% of businesses are planning to implement IP telephony services.*”

Rob Lloyd, President of Cisco Systems in Europe, Middle East and Africa, said: “Energis is taking the lead by being first to receive the Cisco QoS Certified Service designation. This achievement is testament to its commitment to continuously raise the bar on service delivery.”

“The new Cisco Powered Network program certification initiative helps service providers differentiate their services in a highly competitive market,” added Rob Lloyd. “It gives IT managers who are looking to out-task network services confidence in the service’s performance and helps make their vendor choice easier. We plan to add more designations that include a Quality of Service (QoS) assessment and believe they will have a positive impact on the way service providers plan, design, and deploy highly reliable networks and managed services.”

* Source: The Yankee Group, “Managed Network Services are back in vogue and so is competition for outsourcing contracts”, January 2004

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About the Cisco Powered Network Program

The Cisco Powered Network program identifies service providers that use Cisco equipment in their networks end-to-end and meet Cisco standards for service quality and support. Cisco Powered Network program members are committed to maintaining high levels of network quality and providing services that offer unmatched interoperability

with enterprise networks built on Cisco equipment. These service providers bring businesses specialized expertise, greater efficiency, end-to-end security, cutting edge technologies and access to global network resources, allowing businesses to extend the power of their Cisco network and to focus on their core business.

Currently, more than 350 service providers around the world are members of the Cisco Powered Network program. Situated in more than 62 countries, program members offer a wide range of Cisco-based services for businesses of all sizes. Service providers that have qualified for Cisco Powered Network designation for one or more services are authorized to use the Cisco Powered logo and have access to exclusive Cisco technical training and joint marketing programs and promotions.

For additional information on the Cisco Powered Network program visit www.cisco.com/cpn

About Cisco Systems

Cisco Systems, Inc. (NASDAQ: CSCO), the worldwide leader in networking for the Internet, celebrates 20 years of commitment to technology innovation, industry leadership, and corporate social responsibility. Information about Cisco can be found at <http://www.cisco.com>. For ongoing news, go to <http://newsroom.cisco.com>. Cisco equipment in Europe is supplied by Cisco Systems International BV, a wholly owned subsidiary of Cisco Systems, Inc.

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