



Welcome to Cisco Services

Dear Valued Customer,

The combination of Cisco and Tidal Software brings optimal performance and intelligence in deploying high-demand network management and automation services, and the next step of integrating our technical support processes will help ensure that we address your needs more quickly and effectively.

Our goal is to provide a single, smooth interface for customers around the world and empower you with tools to effectively manage service request cases. The new process is for opening and tracking technical support service requests for your Cisco Tidal products by phone, web, or email. As for the service that follows each request, you can count on the same responsive and thorough support that you have always received.

Your New Cisco Support Agreement

The migration of your Tidal support agreement has been completed, and your new support process is **effective immediately**. We have transitioned you to a Cisco support program with delivery from the Cisco award-winning Technical Services organization, which now includes the legacy Tidal support team. Your Tidal software support will be transitioned to Cisco Software Application and Support service, which will provide you with maintenance and minor updates, plus access to online resources and Technical Assistance Center (TAC) support services for over 100 security, network management, and data center software applications. Your new Cisco support contract number is ABCDEFG.

Software Licensing

For new licenses on all software purchases prior to August 2, 2010 and to update an existing license (or for continuing support with licensing), call or use the web-based process on the attachment to this letter to contact Cisco TAC and open a service request, or submit your request to licensing@cisco.com. Include the product name, your contact information, your Cisco.com user ID, and indicate if the request is for a new product license or to modify an existing license.

Cisco Technical Assistance Center

To access Cisco technical support, you must first obtain a Cisco.com user ID. If you already have a Cisco.com user ID you must link your new contract number listed above to your existing Cisco.com user ID before you contact the Cisco TAC. Should you need to open a service request or access technical assistance, you can do so by phone, web, or email. Detailed instructions are included in the "[Your New Service Request Process: Technical Support Reference Guide for Tidal Software Products](#)" document. Please click on the link to download your copy now. The Cisco TAC provides you with expert assistance; fast problem resolution; a high level of knowledge; and support 24 hours a day, 365 days a year in multiple languages.

We have created a website at www.cisco.com/en/US/products/ps10460/serv_group_home.html to provide you with all the necessary information, including a useful reference guide with instructions for opening and tracking service requests and contact information for further assistance.

Thank you for your contribution in adopting this new service request process.

Sincerely,

Cisco Integration Team
Cisco Services