



Introducing a Smooth New Interface

Dear Valued Customer,

The combination of Cisco and Starent Networks brings optimal performance and intelligence in deploying high-demand mobile broadband networks, 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 Starent 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 Starent support agreement has been completed. We have transitioned you to a similar Cisco support program with delivery from the Cisco award-winning Technical Services organization **effective immediately**. Your Starent support will be transitioned to Cisco support, which will provide you with replacements of faulty parts and software support. Your new Cisco support contract number is **XXXXXXXXXX**.

Register Your New Cisco Support Contract

To access Cisco online technical support, you must first obtain a Cisco.com user ID unless you already have one. 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 attached "Your New Service Request Process: Technical Support Reference Guide for Starent Products" document.

The Cisco Technical Assistance Center (TAC) website will allow you to:

- Open service requests using the web, email, or phone 24 hours a day, 365 days a year with the Cisco TAC
- Download software updates (maintenance and minor releases) for your covered Starent software
- Receive replacement of faulty hardware
- Access Cisco's online support, including database of product and service information, service request tracking, and a robust set of tools that help facilitate knowledge transfer to your staff and help answer questions more quickly

We have created a website http://www.cisco.com/en/US/products/ps11170/serv_group_home.html to provide you with all the necessary information, including a 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 Services