



Cisco Services Price Changes

April 1, 2013 General Announcement

Cisco Announces Service Price Changes

Cisco periodically reviews the pricing on its complete line of services. As a result, some service prices are being adjusted, as set forth in greater detail in the ordering tools. Customers are encouraged to refer to the ordering tools, which have been updated to account for these changes.

Effective Dates

All price increases in this announcement, including the “Technical Services Price Increase for Select End-of-Sale Products,” will be effective on May 1, 2013. All price decreases in this announcement will be effective on or before April 1, 2013.

Technical Services Price Increase for Select End-of-Sale Products

Reason for Change

Cisco is implementing a price increase on technical services for select end-of-sale products. This price change offsets rising costs to support end-of-sale products and preserves Cisco's commitment to provide the highest quality of service.

Service Programs Affected

Collaborative TS, Collaborative TS Onsite, Cisco® Shared Support Program, Network-Level Services, Network Support Combined Services, SMARTnet® Services, Standard Shared Support, Partner Support Service, SP Base Services, Network Optimization Services, Extended Warranty, Cisco Smart Care Service, Cisco Maintenance Support, Basic Maintenance Service, SMB Support Assistant, SMARTnet 3YR Program, and Emerging Technology Partner Program service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the EOS tab for this change. Go to http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

You can also paste this URL into your web browser by going to Select Text at the top of the PDF file, highlighting the URL, pressing the Ctrl+C keys, and pasting it into the browser. The price change report posting to this URL will be available by March 27, 2013.

Cisco Unified IP Phone 8961

Reason for Change

The service prices are being increased for strategic reasons.

Service Programs Affected

Collaborative TS, Cisco Shared Support Program, Network Support Combined Services, Network-Level Services, Network Optimization Services, Standard Shared Support, Partner Support Service, Cisco Smart Care Service, SMARTnet Services, SP Base Services, and SMARTnet 3YR Program service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the PHONE UCMBE tab for this change. Go to http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

You can also paste this URL into your web browser by going to Select Text at the top of the PDF file, highlighting the URL, pressing the Ctrl+C keys, and pasting it into the browser. The price change report posting to this URL will be available by March 27, 2013.

Enhanced Chassis for Cisco Catalyst 6500 Series Switches

Reason for Change

The service prices were previously incorrectly priced for specific service levels.

Service Programs Affected

Network Support Combined Services, Network-Level Services, Cisco Smart Care Service, SMARTnet Services, and SP Base Services service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the C6000 TBC tab for this change. Go to http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

You can also paste this URL into your web browser by going to Select Text at the top of the PDF file, highlighting the URL, pressing the Ctrl+C keys, and pasting it into the browser. The price change report posting to this URL will be available by March 27, 2013.

CUWL Pro Contact Center Express (CCX) for EA Migration

Reason for Change

The original service prices were miscalculated. These price decreases will correct the inaccuracies.

Service Programs Affected

Cisco Operate Services, Network Support Combined Services, Network-Level Services, Partner Support Service Essential Operate, and Cisco Smart Care Service service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the IPCCX tab for this change. Go to http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

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Cisco Aironet 1600 Series Access Point

Reason for Change

The original service prices were miscalculated. These price decreases will correct the inaccuracies.

Service Programs Affected

Basic Maintenance Service, Collaborative TS, Collaborative TS Onsite, Cisco Shared Support Program, Network-Level Services, Network Support Combined Services, SMARTnet Services, Standard Shared Support, Partner Support Service, Cisco Smart Care Service, SMB Support Assistant, and SP Base Services service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the AIR1000 tab for this change. Go to

http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

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Cisco TelePresence VX Clinical Assistant

Reason for Change

The original service prices were miscalculated. These price decreases will correct the inaccuracies.

Service Programs Affected

PartnerCore service levels will be adjusted to the new base service prices. For specific theater pricing details, contact your customer/sales representative in your area. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the CTSSOL tab for this change. Go to

http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

You can also paste this URL into your web browser by going to Select Text at the top of the PDF file, highlighting the URL, pressing the Ctrl+C keys, and pasting it into the browser. The price change report posting to this URL will be available by March 27, 2013.

Cisco Catalyst 2960 S and SF Series Switches

Reason for Change

The service prices are being changed for competitive reasons.

Service Programs Affected

Basic Maintenance Service, SMARTnet Services, Collaborative TS, Collaborative TS Onsite, Cisco Shared Support Program, Emerging Technology Partner Program, Emerging Technology Warranty, Network-Level Services, Network Support Combined Services, Network Optimization Services, Standard Shared Support, Partner Support Service, Cisco Smart Care Service, SMB Support Assistant, SMARTnet 3YR Program, and SP Base Services service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the C2960S C2960SF tab for this change. Go to

http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

You can also paste this URL into your web browser by going to Select Text at the top of the PDF file, highlighting the URL, pressing the Ctrl+C keys, and pasting it into the browser. The price change report posting to this URL will be available by March 27, 2013.

Channel Capacity License

Reason for Change

The service prices are being decreased in order to align with the product prices, which have been reduced.

Service Programs Affected

Cisco Shared Support Program, Network Support Combined Services, Network-Level Services, Standard Shared Support, Partner Support Service, Software Application Support, and SP Software Application Support service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the NTRCLIV tab for this change. Go to

http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

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ASR9010 Bundles

Reason for Change

The original service prices were miscalculated. These price increases will correct the inaccuracies.

Service Programs Affected

Network Support Combined Services, SMARTnet Services, Partner Support Service, SP Base Services, and Extended Warranty service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the ASR9000 tab for this change. Go to

http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

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Virtual MSE Appliance

Reason for Change

The service prices are being increased for strategic reasons.

Service Programs Affected

Collaborative TS, Cisco Shared Support Program, Network Support Combined Services, Network-Level Services, Network Optimization Services, Standard Shared Support, Partner Support Service, Software Application Support Plus Upgrades, and SP Software Application Support Plus Upgrades service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the AIRMSW tab for this change. Go to

http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

You can also paste this URL into your web browser by going to Select Text at the top of the PDF file, highlighting the URL, pressing the Ctrl+C keys, and pasting it into the browser. The price change report posting to this URL will be available by March 27, 2013.

Cisco 7925 Unified IP Wireless Phone

Reason for Change

The service prices are being increased for strategic reasons.

Service Programs Affected

Collaborative TS, Cisco Shared Support Program, Network Support Combined Services, Network-Level Services, Network Optimization Services, Standard Shared Support, Partner Support Service, Cisco Smart Care Service, SMARTnet Services, SP Base Services, and SMARTnet 3YR Program service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the WPHONE tab for this change. Go to

http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

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CSR 1000V Electronic PAK 1-Year Activation Medium

Reason for Change

The original service prices were miscalculated. These price increases will correct the inaccuracies.

Service Programs Affected

Collaborative TS, Cisco Shared Support Program, Network Support Combined Services, Network-Level Services, Network Optimization Services, Standard Shared Support, Partner Support Service, Software Application Support Plus Upgrades, Cisco Smart Care Service, and SP Software Application Support Plus Upgrades service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the SEC tab for this change.

Go to

http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

You can also paste this URL into your web browser by going to Select Text at the top of the PDF file, highlighting the URL, pressing the Ctrl+C keys, and pasting it into the browser. The price change report posting to this URL will be available by March 27, 2013.

AP Adder License for CT8510 Controller

Reason for Change

The original service prices were miscalculated. These price decreases will correct the inaccuracies.

Service Programs Affected

Collaborative TS, Collaborative TS Onsite, Cisco Shared Support Program, Network-Level Services, Network Support Combined Services, Network Optimization Services, SMARTnet Services, Standard Shared Support, Partner Support Service, Cisco Smart Care Service, and SP Base Services service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the AIRCTA tab for this change. Go to http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

You can also paste this URL into your web browser by going to Select Text at the top of the PDF file, highlighting the URL, pressing the Ctrl+C keys, and pasting it into the browser. The price change report posting to this URL will be available by March 27, 2013.

CTX System Starter Package Installation

Reason for Change

The original service prices were miscalculated. These price decreases will correct the inaccuracies.

Service Programs Affected

Software Application Support service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the CTXPROD tab for this change. Go to http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

You can also paste this URL into your web browser by going to Select Text at the top of the PDF file, highlighting the URL, pressing the Ctrl+C keys, and pasting it into the browser. The price change report posting to this URL will be available by March 27, 2013.

Cisco TelePresence PrecisionHD USB: 10-Unit Pack and Single-Unit Pack

Reason for Change

The service prices are being decreased for strategic reasons.

Service Programs Affected

Cisco Operate Services, Network Support Combined Services, Network-Level Services, and PartnerCore service levels will be adjusted to the new service prices. The associated product IDs and

service SKUs are listed in the April 2013 price change report. Refer to the CTSPS tab for this change.

Go to

http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

You can also paste this URL into your web browser by going to Select Text at the top of the PDF file, highlighting the URL, pressing the Ctrl+C keys, and pasting it into the browser. The price change report posting to this URL will be available by March 27, 2013.

AIR MSE 3350/3355 Hardware Appliance

Reason for Change

The service prices are being increased for strategic reasons.

Service Programs Affected

Basic Maintenance Service, Collaborative TS, Collaborative TS Onsite, Cisco Shared Support Program, Network-Level Services, Network Support Combined Services, Network Optimization Services, SMARTnet Services, Standard Shared Support, Partner Support Service, Cisco Smart Care Service, SMB Support Assistant, and SP Base Services service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the AIRMHW tab for this change. Go to

http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

You can also paste this URL into your web browser by going to Select Text at the top of the PDF file, highlighting the URL, pressing the Ctrl+C keys, and pasting it into the browser. The price change report posting to this URL will be available by March 27, 2013.

Cisco TelePresence Exchange (CTX) Active Meeting

Reason for Change

The original service prices were miscalculated. These price increases will correct the inaccuracies.

Service Programs Affected

Software Application Support service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the CTXPROD(2) tab for this change. Go to

http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

You can also paste this URL into your web browser by going to Select Text at the top of the PDF file, highlighting the URL, pressing the Ctrl+C keys, and pasting it into the browser. The price change report posting to this URL will be available by March 27, 2013.

Migration to UC Manager TelePresence Room-Based Endpoint

Reason for Change

The original service prices were miscalculated for specific service levels. These price increases will correct the inaccuracies.

Service Programs Affected

Collaborative Essential Operate, Cisco Operate Services for Shared Support Partners, and Cisco Operate Services Service Provider service levels will be adjusted to the new service prices. The associated product IDs and service SKUs are listed in the April 2013 price change report. Refer to the UCL tab for this change. Go to

http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.

You can also paste this URL into your web browser by going to Select Text at the top of the PDF file, highlighting the URL, pressing the Ctrl+C keys, and pasting it into the browser. The price change report posting to this URL will be available by March 27, 2013.

PrecisionHD Camera: 1080p12x Camera and Kit

Reason for Change

The original service prices were miscalculated. These price increases will correct the inaccuracies.

Service Programs Affected

Cisco Operate Services and PartnerCore service levels will be adjusted. Contact your customer/sales representative in your specific theater for the pricing details.

http://www.cisco.com/en/US/services/ps2827/ps2978/services_announcement_April_2013_netchanger_eport_partner.xlsx.