



Q&A

CISCO CUSTOMER SUPPORT PROCESS FOR CISCO MEETINGPLACE VOICE AND WEB CONFERENCING SOFTWARE

This Q&A documents the process and deliverables for customers to receive Cisco-brand hardware or software support for Cisco MeetingPlace software applications.

OVERVIEW OF THE LATITUDE COMMUNICATIONS INTEGRATIONS TO CISCO

Latitude Communication's MeetingPlace™ product suite has been integrated into Cisco Systems, Inc. This acquisition advances Cisco's leadership in a key Advanced Technologies - IP Communications. MeetingPlace technology adds conferencing capabilities that combine voice and Web conferencing on an IP communications network. MeetingPlace integrates with leading enterprise applications such as Lotus Notes, Microsoft Office, and IBM/Lotus SameTime. It also integrates with Cisco CallManager, enabling Cisco customers to utilize Cisco IP phones for greater productivity, including videoconferencing and scheduling applications.

Q. What are the Cisco Branded Latitude Products available?

A. The Cisco branded Latitude product available is MeetingPlace. Cisco MeetingPlace solutions are sold in seven (7) bundles and 22 individual hardware and software options. Services are available for all of the bundles as well as the additional options. Contact your Account Manager for more details.

Q. What is the Cisco warranty service offering for MeetingPlace products?

A. Cisco offers a 90-day Warranty for both hardware and software on MeetingPlace products.

MEETINGPLACE SUPPORT PROGRAMS

Q. What services are available to support Cisco MeetingPlace solutions?

A. Cisco has made the following services available to customers:

1. SMARTnet OnSite,
2. Software Application Subscription plus Upgrade
3. Advance Services Software Upgrade Assistance and Consulting
4. Advanced Services Implementation (for new installations) to receive the full range of support for a voice and web conferencing software solutions.

Q. Why are service and support required for the success of MeetingPlace solutions?

A. MeetingPlace is a highly customizable e-conferencing application and requires a variety of on-site technical support as well as consulting, design and installation services for any implementation to be successful. At this time Cisco and our specialized partners are the only organizations with trained and knowledgeable people who can offer these services.

- Q. What are the service offerings for MeetingPlace? How do they differ from the Latitude service offerings?
- A. The table below compares Latitude's Full Care Support (FCS) to Cisco's SMARTnet, SASU and AS transactions.

	Latitude FCS		Cisco Services
	Gold	Silver	
Deliverables	Gold	Silver	SMARTnet OS & SASU
TAC	yes	yes	yes
Parts Replace NBD	N/A	N/A	N/A
On-Site (HW) NBD	Yes	Yes	yes
Software Upgrades		yes	yes
Software Upgrade Assistance and Consulting	yes		yes (Advanced Services custom Statement Of Work)

- Q. Does Cisco support the customization services of MeetingPlace?
- A. Yes, the customization services are supported and will be provided by Statement of Work. Cisco will be looking at additional service offerings to support customization in the future.
- Q. When will service and support offerings be available for Cisco branded MeetingPlace solutions?
- A. CA service and support programs are immediately available to our customers.

CISCO DIRECT SOFTWARE APPLICATIONS SUPPORT PROGRAMS

- Q. Does SASU provide onsite support for Cisco MeetingPlace products?
- A. No, Cisco SASU services do not include onsite support. Cisco SASU services are delivered remotely via Cisco TAC or Cisco.com. However, on-site services will be available via our Advanced Services program. SN-OS includes the on-site component of parts replacement which was historically provided by the Latitude 'TC,' now 'NCE.'
- Q. Does Cisco SASU provide technical support and updates for third-party software products included with the Cisco MeetingPlace software application?
- A. Cisco SASU provides technical support and updates for the functionality that is specifically bundled into the product. All other third party products and functions not included in the product or updates are not supported under these contract types.

GETTING SUPPORT FOR MEETINGPLACE SOLUTIONS

- Q. What should legacy Latitude customers expect when renewing their service contract?
- A. Before existing Latitude contracts expire, customers will receive a Latitude cancellation notification and a Cisco notification with new service contracts. Renewals under Cisco legal terms will begin on April 1st, 2004. All contracts renewed before this date will be under Latitude's terms.
- Q. How has the service and support program changed since the close of the acquisition?

A. Cisco has retained all the support deliverables of Latitude service programs. Existing customers can expect to continue to receive the same level of support from Cisco as they have been receiving from Latitude. At renewal period, customers will receive a Cisco SMARTnet and SASU contract that will provide the same deliverables as the Full Care Support and an Advance Service Statement of Work for Software Consulting and Upgrade Service that will provide on-site software upgrade services.

Q. How do customers with a Cisco Brand Resale (CBR) support contract (such as SMARTnet) open trouble tickets on MeetingPlace products?

A. Customers can either contact TAC at the numbers listed below (for P1/P2/P3/P4 cases) or send in a request for a case to be opened via the assigned email addresses below (for P3/P4 cases). After a customer has CBR contract information, they will also be able to open P3/P4 cases via Cisco.com.

United States/Canada: 1-800-673-3559 or 1-866-282-3068 (ASH 24X7, Coverage 6am-6pm pst), meeting-place@cisco.com

EMEA:+44 20 7432 4567 (Coverage hrs 8am-6pm local time), emea-meetingplace-support@cisco.com

APAC:+65 6339 9971 (Coverage hrs 9AM - 6PM Singapore time) support_asia@latitude.com

Note: Latitude's Technical Consultants (renamed in Cisco as Network Consulting Engineers) will no longer be taking break/fix related calls directly from customers.

Q. How do I order services for Cisco MeetingPlace products?

A. SMARTnet Onsite, SMARTnet NBD, and SASU can be ordered through Cisco's ordering tool. The following services will be ordered via the Statement of Work.

Implementation – via Statement of Work for Installation

Software upgrade assistance and consulting – via Statement of Work

FOR MORE INFORMATION

To learn more about the tools and resources available on the Web through TAC, see:

<http://www.cisco.com/kobayashi/support/tac/communities.shtml>

For access to information about software problems, Cisco also provides customers important information about software problems for each product via the Bug Toolkit. The Bug Toolkit is a web site that allows users to search for known bugs based on software version, feature set and keywords. MeetingPlace bugs will be loaded into this tool. Access the Bug Toolkit at:

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

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