

Cisco TS Newsletter TAC Mystery Complete Official Rules

NO PURCHASE NECESSARY TO ENTER OR WIN. A Purchase will not increase your chances of winning. Void where prohibited or restricted by law.

This Promotion (the "Promotion") opens on December 16th 2010, at 4:00 pm Pacific Time and ends on January 6th 2011 at 4:00 pm Pacific Time, or if earlier, until there are no more available prizes (the "Promotion Period"). Entry into this Promotion is acceptance of these Official Rules. This Promotion is sponsored by Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134 USA ("Sponsor" or "Cisco").

1. ELIGIBILITY.

This Promotion is not open to: (1) employees or internally contracted vendors of Sponsor or its parent/subsidiaries, agents and affiliates; (2) the immediate family members or members of the same household of any such employee or vendor; (3) anyone professionally involved in the development or administration of this Promotion; (4) employees or internally contracted vendors of governments and government-affiliated companies or organizations; or (5) any employee whose employer's guidelines or regulations do not allow entry in the Promotion or acceptance of the prize(s). This Promotion is not open to individuals in the province of Quebec in Canada. In addition, residents of Cuba, Iran, Syria, North Korea, Myanmar (formerly Burma) and Sudan are not eligible to participate. This Promotion is void in these countries and where otherwise prohibited or restricted by law. Sponsor reserves the right to limit, or restrict upon notice, participation in the Promotion to any person at any time for any reason in its sole discretion.

2. HOW TO ENTER.

To enter the promotion, during the promotion period, send an email to tsnl-contest@cisco.com with the root cause you have identified as the cause of the TAC Mystery case.

Once you submit your email in the Contest, you may not further modify or edit your Submission. The person named on the Promotion registration form for the Submission will be deemed the Participant. In the event of dispute regarding the identity of a Participant, the dispute will be resolved in favor of the individual who is the "authorized email account holder" of the email address provided at registration. "Authorized email account holder" is defined as the natural person assigned an email address by an Internet access provider, online service provider, or other organization (i.e., business, education institution) responsible for assigning email addresses for the domain associated with the submitted email address. Neither Sponsor nor any of its agents or affiliates will be liable for any disputes between collaborators related to a Submission.

Limit one (1) entry per person per calendar day during the Promotion Period. Use of any automated entry device or software is prohibited.

Entries must be received during the Promotion Period. Sponsor is not responsible for late, lost, delayed, damaged, misdirected, incomplete, void, corrupted, garbled, illegible, and/or unintelligible entries, or for any problems, bugs or malfunctions Participants may encounter when submitting their entry. Only complete valid entries will be accepted. Sponsor will not verify receipt of entries. Participants must provide all information requested to be eligible to win. Sponsor reserves the right to disqualify false entries or entries suspected of being false. Incomplete, unreadable, or unintelligible entries, in the sole discretion of Sponsor, will be disqualified. All entries submitted become the sole property of Sponsor and will not be acknowledged or returned.

JUDGING CRITERIA

All entries will be judged by a Cisco TAC engineer, using the following criteria:

- Accuracy of the answer
- Amount of specific detail provided in the answer

The first ten entries submitted that are judged as sufficient will receive a prize, regardless of time zone.

If more than one person submits the same answer, and that answer is judged as sufficient, the entry must still be one of the first ten correct answers received to receive a prize.

Participants may be contacted by email if an entry requires additional clarification.

The judging will take place on or about January 10th, 2011. Sponsor's decision will be final, and no binding correspondence will be entered into.

NOTIFICATION OF WINNER(S).

The potential winner(s) will be notified by email within approximately seven (7) days after the Promotion Period.

In the event of a dispute as to the identity of a winner, the winner will be deemed to be the person in whose name the email account governing the email address was opened.

Each potential winner may also be sent a declaration of eligibility / liability / publicity release ("Release") by Sponsor. Unless restricted by law, potential winners receiving such a Release may be required to complete and return it within the time period specified therein. The prize may be forfeited and, in such case, an alternate potential winner may in Sponsor's discretion be randomly selected from among the remaining eligible entries, if a potential winner: (i) cannot be reached; (ii) fails to obtain all signatures on the Release and to return the documents in a timely manner as required pursuant to these Official Rules; or (iii) cannot accept or receive the prize for any reason.

Prizes will be dispatched as quickly as practicable and should be sent within approximately 4-6 weeks following the notification of winners.

PRIZES. Subject to the terms of these Official Rules, once confirmed by Sponsor, ten winner(s) will receive the following:

- One Cisco logo merchandise item with approximate retail value (ARV) of US\$10

Limit one (1) prize per Participant. Potential winners are not entitled to any surplus between actual retail value of prize and stated approximate retail value (ARV); and any difference between stated ARV and actual value of the prize will not be awarded. No substitution, assignment, transfer, or cash redemption of prize; provided however that Sponsor reserves the right to substitute a prize with another prize of equal or greater value should the advertised prize become unavailable for any reason. Prizes may be subject to their own separate terms and conditions. Prizes may be awarded in the form of voucher(s), coupon(s) and/or gift card(s), in Sponsor's sole discretion. If a potential winner is unable to participate in or accept the prize or any portion of the prize for any reason, Sponsor shall have no further obligation to the Participant. Neither Sponsor nor any of its prize suppliers will replace any lost or stolen prizes, cards or certificates. In no event will Sponsor be responsible for awarding more than the stated number of prizes.

ADDITIONAL CONDITIONS. This Promotion is void where prohibited or restricted by law, and is subject to applicable federal, state and local laws. This Promotion is subject to these Official Rules.

By participating, Participants agree: (i) to be bound by these Official Rules and the decisions of Sponsor, which shall be final and binding; and (ii) to waive any right to claim ambiguity in the Promotion or these Official Rules, except where prohibited by law. All potential winners are responsible for the payment of any and all taxes, duty, national insurance and/or licenses and or other fees that may apply to such prizes; and the potential winner(s) may be issued an IRS Form 1099 or other tax documentation for the approximate retail value of any awarded prize. If any prize involves travel, all potential winners are responsible for obtaining all necessary travel documents, including valid passports, visas and travel insurance, and complying with all health or other government regulations.

By participating, all Participants agree to release and hold harmless Cisco and its directors, employees, officers, licensees, licensors and agents, and respective advertising and promotion entities and any person or entity associated with the production, judging, or administration of the Promotion (collectively, the "Released Parties"), from and against any and all rights, claims and causes of action whatsoever that they may have, or

which may arise, against any of them for any liability for any matter, cause or thing whatsoever, including but not limited to any injury, loss, damage, whether direct, compensatory, incidental or consequential, to person, including death and damage to property, arising in whole or in part, directly or indirectly, from their acceptance, possession, use or misuse of a prize in the Promotion, or their participation in the Promotion, or their participation in any Promotion or prize related activity. Each potential winner acknowledges that the Released Parties have neither made, nor are in any manner responsible or liable for, any warranty, representation or guarantee, expressed or implied, in fact or in law, relative to any prize or the Promotion. Apart from manufacturer warranties (which may not be available in all geographies), all warranties are hereby disclaimed; and each potential winner will accept the Prize "AS IS." No support services are provided with any Prize.

None of the Released Parties are responsible for: (a) lost, late, misdirected, undeliverable, incomplete or indecipherable entries due to system errors or failures, or faulty transmissions or other telecommunications malfunctions and/or entries; (b) technical failures of any kinds; (c) failures of any of the equipment or programming associated with or utilized in the Promotion; (d) unauthorized human and/or mechanical intervention in any part of the submission process or the Promotion; or (e) technical or human error which may occur in the administration of the Promotion or the processing of entries.

Sponsor reserves the right to disqualify any Participant it finds to be tampering with the entry process or the operation of the Promotion or violating these Official Rules, and reserves the right to cancel the Promotion should it suspect fraud or for reasons out of the control of Sponsor. Disputes regarding these Official Rules and/or this Promotion will be governed by the internal laws of California. CAUTION: ANY ATTEMPT TO DELIBERATELY DAMAGE OR UNDERMINE THE LEGITIMATE OPERATION OF THE PROMOTION MAY BE IN VIOLATION OF CRIMINAL AND CIVIL LAWS AND WILL RESULT IN DISQUALIFICATION FROM PARTICIPATION IN THE PROMOTION. SHOULD SUCH AN ATTEMPT BE MADE, SPONSOR RESERVES THE RIGHT TO SEEK REMEDIES AND DAMAGES (INCLUDING ATTORNEY FEES) TO THE FULLEST EXTENT OF THE LAW, INCLUDING CRIMINAL PROSECUTION.

All Participants are solely responsible for compliance with any applicable laws, rules and regulations, contractual limitations and/or office or company policies, if any, regarding Participant's participation in trade promotions or acceptance of promotional prizes; and by entering this Promotion, Participant confirms that he or she is not in violation of any of the foregoing and has obtained the consent of his or her employer to participate, if applicable. If a Participant is not permitted to accept any received prize, then the Participant may return such prize to Cisco; and Cisco will refund the cost of shipment, as appropriate.

Where permitted by law, Sponsor reserves the right in its discretion to (a) add, modify, change or discontinue this Promotion at any time, and/or (b) offer alternative prizes of equal value, should the original prizes become unavailable due to circumstances beyond its control.

PUBLICITY. Participant acknowledges and agrees that Sponsor may use the Promotion (including any submission) for publicity, advertising or other marketing purposes, in any media, and may use the name, likeness, and hometown name and/or prize information of potential winners as part of that publicity, without additional compensation to the potential winners.

PRIVACY. All personal information collected by Sponsor will be used for the administration of the Promotion and in accordance with Sponsor's privacy policy. Any questions regarding privacy matters should be directed to the address set out below. Please refer to Sponsor's privacy policy located at <http://cisco.com/web/siteassets/legal/privacy.html> for important information regarding the collection, use and disclosure of personal information by Sponsor.

OFFICIAL RULES AND WINNERS' LIST. For a copy of these Official Rules or the names of winners, please send an email to tsnl-contest@cisco.com for receipt by July 31, 2011.

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