



Cisco-SA Product Repair

RMA Request

- [▶ RMA Frequently Asked Questions \(PDF\)](#)
- [▶ RMA Procedure \(PDF\)](#)
- [▶ RMA Request Form](#)
- [▶ Order Repair Tags](#)

Repair Reports

- [▶ Repair Exchange Report](#)
- [▶ Repair Statistics Report](#)

Cisco/SPVTG Repair Centers

North America (All products except PowerVu)

Toll-Free: 1-800-722-2009, option 3-1
Fax: 1-770-236-5477
E-mail: returnforrepair@cisco.com

North America (PowerVu products)

Toll-Free: 1-888-949-4786, option 1
Fax: 1-416-299-7145
E-mail: returnforrepair@cisco.com

Europe (All products)

Telephone: +32-56-445-444
Fax: +32-56-445-051
E-mail: toeu-vtg@cisco.com

Emerging (except Latin America)

Telephone: +32-56-445-444
Fax: +32-56-445-051
E-mail: toeu-vtg@cisco.com

Latin America Region (All products)

Brazil

Telephone: +55-11-5508 1505
Fax: +55-11-5508 9998
E-mail: fattinl@cisco.com

Mexico

Toll-Free: 1-800-722-2009
Telephone: +52 55 5267 1808
Fax: 1-770-236-5477
E-mail: lopezma@cisco.com

Latin America (except Brazil and Mexico)

Telephone: +1-770-236-5662
Fax: +1-770-236-5477
E-mail: toem-vtg@cisco.com

Asia Pacific Region (All products)

China (mainland)

Telephone: 86-21-24014433
Fax: 86-21-24014455
Email: xishan@cisco.com

Japan

Telephone: +81 3 6434 6013
Fax: +81 3 6434 6242
E-mail: toapj-vtg@cisco.com

Korea

Telephone: +82-2-3429-8800
Fax: +82-2-3453-0852
E-mail: toapj-vtg@cisco.com

Asia Pacific (except Japan, Korea, India)

Telephone: +852-2588-4746
Fax: +852-2588-3139
E-mail: toapj-vtg@cisco.com

India

Telephone: +91 22 4043 4143
Fax:
E-mail: toapj-vtg@cisco.com

PowerVu Products

[Content Distribution Products \(PowerVu\) Technical Support and Repair Information](#)



Authorized Repair Centers

Authorized Repair Centers - North America

Broadband Concepts, LLC (Explorer out-of-warranty repair only)

P.O. Box 2155
Mansfield, Ohio 44905
President: Dale Phillips
Telephone: 419-589-2365
Fax: 419-529-8799
Email: broadbandconcepts@embarqmail.com

The Cablesoppe Inc. (Explorer in & out-of-warranty repair only)

1410 Birchmount Road,
Toronto, ON, M1P 2E3
Canada.
Telephone: 416 293 3634
Fax: 416 293 5258
Contact: Stan Muthulingam
Email: info@thecablesoppe.com

Communications Test Design, Inc. (IP-STB and Cable Modems in and out-of-warranty repair)

45-E Butterfield Trail
El Paso, TX 79906
Contact: CTDI Customer Care Team
Telephone: 915 613-4335
Fax: 915 603-3006, extension 7150
Email: CiscoSupport@CTDI.com

Contec, LLC (Explorer in and out-of-warranty repair)

1023 State Street
Schenectady, NY 12307-1511
Telephone: (518) 382-8000
Contact: Carroll Foreman - Chief Operating Officer
Telephone: (518) 382-8000 x2800
Email: cforeman@gocontec.com

Keystone International Holdings, LLC (Explorer out-of-warranty repair only)

(all) NonStop Digital Companies
947 S 48th St, Suite 123
Tempe, AZ 85281
Telephone: 480-784-2760
Fax: 480-784-2771
Contact: Gordon Stone
Email: gordon.stone@keystoneih.com

OVCS, Inc. (Ohio Valley Cable Services) (Explorer and cable modems out-of-warranty repair only)

1030 Freeway Drive North, Building Six
Columbus, Ohio 43229
Telephone: 614-890-1782
Fax: 614-890-3868
Contact: Doug Tompkins
E-mail: DTompkins@ovcs.tv

Solution Digitale Inc./Digital Solution Inc. (Explorer in and out-of-warranty repair)

1474 rue Cunard
Laval, Quebec
Canada
H7S 2B7
Telephone: (450) 967-8820
Fax: (450) 967-8271
Contact: Michel Desmarais – Plant Manager
Email: desmarais@solutiondigitale.com



Tulsat (Subscriber Analog Headend in and out-of-warranty repair)

1221 E. Houston St.,
Broken Arrow, OK 74012
Telephone: (918) 251-2887
Email: dave@tulsat.com

Tulsat-Atlanta (Subscriber Analog Headend in and out-of-warranty repair)

49 Buford Hwy.
Suwanee, GA 30024
Telephone: (866) 714-3214
Contact: Dave Chymiak – President
Telephone: (918) 251-2887
Email: brucep@tulsat.com

Worldwide Digital (Explorer in and out-of-warranty repair)

5845 East 14th Street - Suite C
Brownsville, TX 78521
Contact: Sam Camarillo - Customer Service Manager
Telephone: (956) 541-0600

Authorized Repair Centers - EMEA Region

A Novo UK Ltd (Explorer Set-Tops in and out-of-warranty repair)

Central Boulevard, Central Park
FK5 4RU,
Larbert,
United Kingdom
Telephone: +44 (0) 1925 855001
Fax: +44 (0) 1925 855049
Contact Stephen Maxwell
Email: smaxwell@a-novo.co.uk

Communications Test Design, Inc. (IP-STB and Cable Modems in and out-of-warranty repair)

CTDI Nethouse Services Kft.
Toth Arpad u. 1/B
1183 Budapest
Hungary
Telephone: +36-1-296-1874
Fax: +36-1-297-1610
Contact: Tamas Juhasz
Email: tamas.juhasz@ctdi-nethouse.com

Jabil Circuit Hungary Ltd. JGS Division (IP-Settop (KMM) in and out of warranty)

Vasarter u. 1
9700 Szombathely
Hungary
Telephone: +36 94 886 153
Fax: +36 94 886 143
Contact: Peter Skafar
Email: peter_skafar@jabil.com

Regeneris PLC (Explorer in and out-of-warranty repair)

Westwood One,
1 James Watt Avenue
Westwood Park
Glenrothes, KY7 4UA
United Kingdom
Telephone: +44 (0)1592 774704
Contact: Stuart Williams - Business Development Executive
Tel: +44 (0)1592 774704
Email: stuart.williams@regenerisplc.com



Authorized Repair Centers - Latin America Region

Global Tecnologia En Resparos Ltda. (Authorized for Cable Modem and Digital Set-Tops in and out-of-warranty repair)

Rua Caiara , 202
Santo Amaro - 047030-030
São Paulo - Brasil
Telephone: +55 (11) 5641 7247
Contact: Alvaro Vilella - Director
Email: alvaro.vilella@globalreparos.com.br

TECCAM S.R.L. (Cable modems in and out-of-warranty repair)

Francisco Bucarelli 3053
(1431) Ciudad Autonoma de Buenos Aires
Argentina
Telephone: 54-11-4542-4511
Fax: 54-11-4542-2382
Contact: Vicente Campolongo
Email: vcampolongo@teccam.com.ar

Authorized Repair Centers - Asia Pacific Region

Communications Test Design, Inc. - India (Explorer Set-Tops in and out-of-warranty repair)

CTDI - India
196, Sector – 6, IMT Manesar,
Gurgaon 122 051
Haryana
India
Telephone: +91-124-4748777
Fax: +91-124-4147120
Contact: Amit Upreti
Email: amit.upreti@ctdi.in

Itochu Cable Systems Corp. (Analog Set-Tops out-of-warranty repair only)

3rd Floor, Shirakiji Bldg.
1-2-33, Higashi – Gotanda,
Shinagawa – Ku, Tokyo, 141-0022
Japan
Telephone: +81- (0) 3-6277-1825
Fax: +81- (0) 3-6277-1850
Contact: Sachiyo Shiina – Customer Service Group
Email: shiina@itochu-cable.co.jp