

Cisco Services and Technicolor Connected Devices Business

Introduction

This document provides answers to services and support questions regarding the Connected Devices Business sold to Technicolor on November 20, 2015.

Service Offer

- Q.** Will service offers continue to be sold for Connected Devices products?
- A.** No. Cisco® Technical Services for Connected Devices products are no longer sold or renewed by Cisco or Technicolor. Note: Although technical services for Connected Devices products are no longer sold or renewed by Cisco or Technicolor, Cisco and Technicolor will continue to provide support for these products for the remaining contract period, as well as for all deployed products that have not reached end of support.
- Cisco will continue to sell and deliver Advanced Services for Service Provider Video Software and Solutions.

Technical Support

- Q.** How do customers and partners get technical support for Connected Devices products?
- A.** Effective February 21, 2016, Technicolor provides support for Connected Devices products. Customers and partners access Technicolor Customer Technical Support at chcts.technicolor.com.
- Q.** Can customers expect similar service coverage?
- A.** Technicolor will continue to honor all valid service obligations, including warranties and technical support, and will look to maintain day-to-day business continuity without any disruption.
- Q.** How do customers or partners get support if they are unsure if the issue they are experiencing is due to problems with the Cisco solution elements or Technicolor solution elements?
- A.** Cisco and Technicolor have defined engagement and escalation processes to make sure of uninterrupted customer support of their end-to-end Technicolor plus Cisco SP Video Solutions. If a customer or partner has Cisco Technical Services coverage on their Cisco solution elements, they should open a support request with the Cisco Technical Assistance Center (TAC), which will initiate the troubleshooting and engage Technicolor if and when necessary.

Return for Repair Service

- Q.** How do customers open repair RMAs for Technicolor Connected Devices Business products?
- A.** Effective June 20, 2016, RMA cases for Connected Devices Business products for customers in South America, Europe, Middle East, and Africa countries will be opened using Technicolor RMA Support. Effective June 27, 2016, RMA cases for Connected Devices Business products for North America and rest of world customers will be opened using Technicolor RMA Support.
- Former Cisco customers and partners of Connected Devices Business products access Repair RMA support from the Technicolor Post Sales Team at chpostsales.technicolor.com.

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- Q.** What happens if customers have an open/existing Repair RMA with Cisco?
 - A.** If customers in South America, Europe, Middle East, and Africa countries have an open/existing RMA case and the product is not received by the vendor by June 17, the repair case will be transitioned to Technicolor and resolved by Technicolor. If customers in North America and rest of world have an open/existing RMA case and the product is not received by the vendor by June 24, the repair case will be transitioned to Technicolor and resolved by Technicolor.
 - Q.** How does a customer with a Cisco Service Provider Video Software and Solutions product open repair RMAs?
 - A.** Return for repair support for Cisco Service Provider Video Software and Solutions products (non-Connected Devices) will be continue to be managed by Cisco using [existing processes and tools](#).

Advanced Services

- Q.** What happens to existing statements of work or statements of work in flight for SP Video Software and Solutions?
- A.** Cisco will deliver all active and planned customer engagements under their current terms.
- Q.** Will Advanced Services for SP Video Software and Solutions be delivered for joint Cisco and Technicolor customers?
- A.** Cisco will continue to sell and deliver Advanced Services for SP Video Software and Solutions. Technicolor will drive professional services customer engagements specific to the Connected Devices business. Additionally, Cisco and Technicolor will subcontract as needed to jointly deliver Advanced Services transparently to customers.

Installed Base Migration

- Q.** When will Cisco Connected Devices customers' installed base and service agreement data be transitioned to Technicolor?
- A.** We anticipate the data transition to be complete by August 2016.
- Q.** What do I do if I need to make changes to my installed base data?
- A.** Until the installed base is migrated per the time lines described earlier, customers should continue to contact Cisco if any moves or changes are required to their installed base data. Note that no additional service coverages or extensions of existing coverages will be allowed given that the Technical Services for these products are end of sale.

Customer and Global Repair Supplier Engagement

- Q.** How will customers and repair vendors receive post-sales support for Technicolor Connected Devices Business products?
- A.** The worldwide Technicolor Post Sales is organized by region to support customer and repair vendor needs for all post sales activities including warranty management, product repair, product upgrade, product refurbishment and spare parts. Customers and repair vendors can access the Technicolor Post Sales Team at chpostsales.technicolor.com.

More Information

- Q.** Where can customers or partners find more information about Technicolor support?
- A.** Instructions for opening service requests for Connected Devices Business products can be found on the [Technicolor Customer Technicolor Support](#) website. Instructions for opening a Repair RMA can be found on the [Technicolor Post Sales Team](#) website.
- Q.** Where can customers or partners find more information about the services and support for Connected Devices Business transition?
- A.** Customers and partners can access Q&As, and other resources on the [Service and Support for Technicolor Separation website](#).



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