

Connected Devices Business

Ordering Reference Guide for Customers

Updated February 2016

Technicolor ConnectedHome USA LLC has now completed its acquisition of Cisco's Connected Devices Business. To facilitate a smooth transition, Cisco will continue to process product orders under your existing contract, as well as any new ones approved by Technicolor, and distribute product for a limited time, generally not to exceed 12 months.

Click [here](#), for a list of the Connected Devices Business products now offered by Technicolor.

Placing a Connected Devices Product Order

For deals with a Cisco Deal ID that were approved before legal close (November 22, 2015 except Brazil, and February 28, 2016 for Brazil), continue to place orders against these deals through your standard Cisco process. Once the deal is fully consumed, expired, or if a new quote is required, contact your Technicolor account representative or email the appropriate alias below for a Technicolor Deal ID.

Region	Email Address
Asia Pacific	APACsalescontact@technicolor.com
EMEA	Emeasalescontact@technicolor.com
Latin America	LATAMsalescontact@technicolor.com
North America	NAMsalescontact@technicolor.com

As Technicolor will make all business decisions relating to the Connected Devices business, Cisco quotes will no longer be created for Connected Devices products. Orders for Connected Devices products must be agreed upon with Technicolor and placed using the Cisco email/fax process. To place an order, customers, partners, or a Technicolor account representative should submit the purchase order (PO) to the appropriate email address (preferred) or fax number below.

Email Orders (Preferred)

For email orders, attach the PO to the email. The PO should be in PDF format and non-editable.

Bill-To Country	Email Address
All Countries	cpe-tch-cdbu-orders@cisco.com

Fax Orders

If faxing the order, the PO must be legible and free of all contingencies (including changes or modifications).

Bill-To Country	Fax Number
Asia	+65 6317 7499
Australia/New Zealand	+612 8446 8008
Belgium	02704 6981 (8322 6981) => Forwards to 1 408 902 7108
France	33 15 804 3501 => Forwards to 1 408 902 7108
Germany	0811 559 5652 => Forwards to 1 408 902 7108
Italy	39 06 5164 4051 => Forwards to 1 408 902 7108
United Kingdom	0208 824 0300 => Forwards to 1 408 902 7108
United States	+1 408 526 8700 or +1 408 526 5007

Purchase Order Requirements

The PO must be on company letterhead or contain an official company stamp, match the Technicolor quote, and include the information below:

PO Number	<i>Must be a purchase order (not a purchase order requisition) and the PO number must be noted</i>
Contact Person	<i>Name, phone number, and email address</i>
Bill-To Company Name and Address	<i>Must be the company name and address</i>
Bill-To ID	<i>Numeric value that identifies the terms and conditions pertaining to the billing location in Cisco's system</i>
Ship-To Company Name and Address	<i>Company name and address where the product will be shipped</i>
Product ID	<i>Include all product part numbers with line level values</i>
Requested Delivery Date	
Requested Delivery Method	
Deal ID	<i>Provide either the Cisco Deal ID or Technicolor Deal ID</i>
Discount (As Applicable)	<i>For all product part numbers</i>
Total PO Price	<i>Clearly state exact value and currency (in symbols or in full)</i>
'Cisco Systems, Inc' as the vendor	<i>Cisco will continue to provide order management services for Technicolor</i>
Tax Exemption ID	
Authorized Signature	

Technical Services and Support

Technical Services for Connected Devices Business products are end of sale and not sold by Technicolor or Cisco. Cisco will remove Technical Services lines from orders submitted for Connected Devices Business products.

Technicolor provides technical support on Connected Devices Business products. Customers and partners open a support case with Technicolor Customer Technical Support at chcts.technicolor.com.

Advanced Services

Cisco will continue to sell and deliver Advanced Services for SP Video Software and Solutions using Cisco quoting and ordering processes. Technicolor will offer and deliver professional services customer engagements specific to Connected Devices Business using Technicolor quoting and ordering processes.

Orders with Other Cisco (Non-CDBU) Products and Services

To comply with financial reporting regulations, other Cisco (non-Connected Devices products and services) cannot be ordered on the same order as Connected Devices products. Any "mixed" orders will be placed on hold and split into separate orders. Cisco will separate the order Devices and create a new order for the Connected Devices products only. If you have questions or concerns, please reach out to the CDBU order support team at cpe-tch-cdbu-orders@cisco.com.

For inquiries on Connected Devices products, please contact your Technicolor account representative or email the appropriate Technicolor alias below.

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Asia Pacific	APACsalescontact@technicolor.com
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