

# Exhibit Revision History

Revision History_102017			
Change	Page No.	Description	Effective Date
All Exhibits	All	Updated the tier-one and tier-2 global exhibits	October 30, 2017
Cisco Services Partner Program (CSPP) Technical Service (TS) Targets and Rebates for One and Two Tier Partners Globally	2 and 4	Updated the China attach rate and renew rate rebate performance thresholds, as well as the renew rebate range	October 30, 2017

**Note:** This document is updated periodically by Cisco, and partners are alerted of changes through notices provided at the Cisco® Services Partner Program website (“Program website”). Always refer to the English version online at [www.cisco.com/go/cspp](http://www.cisco.com/go/cspp) for the most current version. In the event of a discrepancy between a translated version of the document and the English version of the document located on the Program website, the English version, which is part of the agreement between Cisco and its partners, shall prevail.

## Cisco Services Partner Program Technical Service Targets and Rebates for Tier-One Global Partners

Cisco Services Partner Program Targets	US/C	EEA	APAC	KOREA	LATAM	GREATER CHINA	JAPAN	MEAR
Cisco Brand Discount	23%	35%	40%	40%	32%	40%	40%	35%
Partner Support Service Discount	42%	42% <sup>1</sup>	42%	42%	42%	42%	42%	42% <sup>1</sup>
<b>Rebate Performance Thresholds</b>								
Attach Rate (AR) Targets	80% - 95%	75% - 95%	70% - 95%	70% - 95%	65% - 95%	85% - 95%	75% - 95%	60% - 80%
Renew Rate (RR) Targets	75% - 95%	75% - 95%	55% - 95%	55% - 95%	55% - 90%	52% - 95%	60% - 90%	55% - 80%
Service Request (SR) Ratio Range	40 - <10	75 - <10	75 - <10	75 - <10	75 - <10	75 - <10	75 - <10	75 - <10
Returned Merchandise Authorization (RMA) Ratio Range	45 - <10	100 - <20	180 - <35	180 - <35	180 - <35	180 - <35	180 - <35	100 - <20
TS Premium Services Ratio Range	>45%, 55%, 70%	>45%, 65%, 85%	>40%, 75%, 90%	>40%, 75%, 90%	>65%, 85%, 95%	>45%, 65%, 85%	>40%, 55%, 75%	>65%, 75%, 85%
<b>Rebate Ranges</b>								
AR Rebate % <sup>2</sup>	1.0% - 4.0%	2.0% - 13.0%	1% - 11%	1% - 8%	1% - 10%	1% - 7%	1% - 6%	1% - 8%
RR Rebate % <sup>2</sup>	0.5% - 6.0%	2.0% - 18.5%	1% - 8%	1% - 11%	1% - 12%	2% - 12%	1% - 4%	1% - 6%
SR Rebate %	2% - 12%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
RMA Rebate %	2% - 13%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
TS Premium Services Rebate %	1%, 2%, 3%	1%, 2%, 3%	1%, 2%, 3%	1%, 2%, 3%	1%, 2%, 3%	1%, 2%, 3%	1%, 2%, 3%	1%, 2%, 3%
Premium Software Accelerator Rebate (SWAR)	3%	3%	3%	3%	3%	3%	3%	3%
Sales Rebate % Range <sup>2</sup>	0.5% - 10%	2.0% - 31.5%	1% - 19%	1% - 19%	1% - 22%	1% - 13%	1% - 10%	1% - 14%
Delivery Rebate % Range <sup>3</sup>	4% - 25%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Maximum Value Base Rebate (VBR) % <sup>4</sup>	N/A	39.4%	32.4%	32.4%	26.4%	22.8%	25.0%	37.8%
<b>Eligibility for PSS <sup>5</sup></b>								
Sales Performance - AR %	≤75%	≥55%	≥75%	≥75%	≥70%	≥75%	≥75%	≥50%
Sales Performance - RR %	≥65%	≥55%	≥40%	≥40%	≥55%	≥45%	≥65%	≥50%
Delivery Performance - SR Ratio	≤75	≤75	≤75	≤75	≤75	≤75	≤75	≤75
Delivery Performance - RMA Ratio	≤130	≤200	≤200	≤200	≤180	≤200	≤200	≤200

# Footnotes for Cisco Services Partner Program Technical Service Targets and Rebates for Tier-One Global Partners

## Notes:

1. EEA & MEAR partners are eligible for Services Sales Discount Incentive (SSDI) (an additional 10 percent discount) for PSS if they meet additional attach rate and renew rate targets.  
EEA: AR 75%, RR 70%  
MEAR: AR 70%, RR 60%
2. In US/C, Sales Performance Rebate percentages are applied to both Cisco Brand Services and Partner Support Services rebate eligible bookings.  
In Non-US/C Regions, Sales Performance Rebate percentages are applied only to Cisco Brand Services rebate eligible bookings.
3. For US/C, Delivery performance rebates based on the Service Request (SR) ratio and the Return Material Authorization (RMA) ratio metrics are applied to Partner Support Service rebate eligible bookings. Partners must meet both SR & RMA minimum targets to earn this rebate.
4. For non-US/C regions, the Value Based Rebate percentage is a combination of sales and delivery performance (reference the Delivery Metric Multiplier Table by region exhibit) and is applied to Partner Support Service rebate eligible bookings.
5. Entry level and Ongoing PSS Performance eligibility threshold targets are the same.

## Delivery Metric Multiplier Table by Region (USC excluded) for both Tier-One and Tier-Two Partners

EEA			APAC			LATAM			JAPAN			GREATER CHINA			MEAR		
Value Based Rebate			Value Based Rebate			Value Based Rebate			Value Based Rebate			Value Based Rebate			Value Based Rebate		
SR	RMA	Factor	SR	RMA	Factor	SR	RMA	Factor	SR	RMA	Factor	SR	RMA	Factor	SR	RMA	Factor
<= 10	<=20	1.25	<= 10	<=35	1.2	<= 10	<=35	1.2	<= 10	<=35	2.5	<= 10	<=35	1.2	<= 10	<=20	2.7
>10 to 15	>20 to 30	1.2	>10 to 20	>35 to 50	1.1	>10 to 20	>35 to 50	1.1	>10 to 20	>35 to 50	2.2	>10 to 20	>35 to 50	1.1	>10 to 15	>20 to 30	2.4
> 15 to 25	> 30 to 40	1	> 20 to 35	> 50 to 95	1	> 20 to 35	> 50 to 95	1	> 20 to 35	> 50 to 95	1.6	> 20 to 35	> 50 to 95	1.0	> 15 to 25	> 30 to 40	2.1
> 25 to 35	> 40 to 50	0.75	> 35 to 50	> 95 to 130	0.75	> 35 to 50	> 95 to 130	0.75	> 35 to 50	> 95 to 130	1.2	> 35 to 50	> 95 to 130	0.75	> 25 to 35	> 40 to 50	1.7
> 35 to 50	> 50 to 75	0.5	> 50 to 75	> 130 to 180	0.25	> 50 to 75	> 130 to 180	0.25	> 50 to 75	> 130 to 180	1	> 50 to 75	> 130 to 180	0.25	> 35 to 50	> 50 to 75	1.2
> 50 to 75	> 75 to 100	0.25	> 75	> 180	0	> 75	> 180	0	> 75	> 180	0	> 75	> 180	0	> 50 to 75	> 75 to 100	0.7
>75	>100	0													>75	>100	0.0

**Note:** Based on the SR & RMA performance, the lower factor of the two is multiplied by the sales rebate percentage to arrive at the value based rebate percentage which is then multiplied by the PSS rebate eligible bookings to arrive at the value based rebate dollars.

## Cisco Services Partner Program Technical Service Targets and Rebates for Tier-One Global Partners

Discounts	US/C	EEA	APAC	LATAM	GREATER CHINA	JAPAN	MEAR
<b>Cisco Brand Service</b>							
Technical Services	23%	35%	40%	32%	40%	40%	35%
Enhanced Management Services	25%	25%	25%	25%	25%	25%	25%
Advanced Services	10%-23% <sup>1</sup>	Up to 10%	Up to 10%	10%-23% <sup>1</sup>	Up to 10%	Up to 10%	Up to 10%
Cisco Branded Services for cross-border orders originating from outside of destination country – Technical Services <sup>2</sup>	17%	30%	35%	27%	35%	35%	30%
Cisco Branded Services for cross-border orders originating from outside of destination country – Enhanced Management Services <sup>2</sup>	20%	20%	20%	20%	20%	20%	20%
Cisco Branded Services for Cross-border orders originating from outside of destination country – Advanced Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Alternative Discount (USC) <sup>3</sup>	15%	N/A	N/A	N/A	N/A	N/A	N/A
<b>Cisco Collaborative Services</b>							
Gold or Cloud and Managed Services Master Certification	42%	42% <sup>4</sup>	42%	42%	42%	42%	42% <sup>4</sup>
<b>Architecture-based Eligibility Technologies (TS) (Deep)</b>	42%	42%	42%	42%	42%	42%	42%

# Footnotes for Cisco Services Partner Program Discounts Table for Tier-One Global Partners

## Notes:

1. Up to 10 percent for certain services and up to 23 percent for other service offers.
2. Where partner does not have direct ordering for Cisco branded services enabled at destination country.  
For EEA, If the Bill-To country and Install (Landing) country are within the EU or EEA, then the partner's base country discount is applied to the quote. (The quote is essentially treated as though it were not a multinational quote.)
3. Alternative discounts (US/C Only) apply for an initial 12-month support term (1) during the ninety (90)-day period from product ship for products not originally purchased by the partner; (2) for products covered by another partner; or (3) for products available for renewal to the incumbent partner during the "overdue period" following the end of the support term. In the case of transactions subject to nonstandard discounts, the alternative discount will be the requested (nonstandard discount less eight discount points). In all instances, where the correct alternative discount was not applied for whatever reason, Cisco reserves the right at its sole discretion to recover outstanding service fees owed by the partner by offsetting the amount against future partner rebate payments.
4. EEA & MEAR partners are eligible for Services Sales Discount Incentive (SSDI) (an additional 10 percent discount) for PSS if they meet additional Attach Rate and Renew Rate targets.  
EEA: AR 75%, RR 70%  
MEAR: AR 70%, RR 60%