

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 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-Two Global Partners

Cisco Services Partner Program Targets	US/C	EEA	APAC	KOREA	LATAM	GREATER CHINA	JAPAN	MEAR
Cisco Brand Discount	For discount information, contact your local distributor							
Partner Support Service Discount								
Rebate Performance Thresholds								
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%
Rebate Ranges								
AR Rebate % ¹	1.0% - 4.0%	2.0% - 13.0%	1% - 11%	1% - 8%	1% - 10%	1% - 7%	1% - 6%	1% - 8%
RR Rebate % ¹	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 ¹	0.5% - 10%	2.0% - 31.5%	1% - 19%	1% - 19%	1% - 22%	1% - 13%	1% - 10%	1% - 14%
Delivery Rebate % Range ²	4% - 25%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Maximum Value Base Rebate (VBR) % ³	N/A	39.4%	32.4%	32.4%	26.4%	22.8%	25.0%	37.8%
Eligibility for PSS ⁴								
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-Two Global Partners

Notes:

1. 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.
2. 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.
3. For non-US/C regions, the Value Based Rebate percentage is a combination of sales and delivery performance (see reference the Delivery Metric Multiplier Table by region exhibit) and is applied to Partner Support Service rebate eligible bookings.
4. 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.