

Cisco International Limited Overview



May 2009

What Cisco International Limited is



- Over the next few years, Cisco is building capabilities to deliver products, services and software with a **more global focus**.
- A first step towards this is transitioning most of our European partners and customers to a new company, **Cisco International Limited**, on 30 August 2009.
- This new company will allow us greater flexibility to work with partners and customers.
- There will be **minimal impact** to our partners and customers, and we ask for **your support** on a **few simple** key activities.

How Cisco International affects you



Our European and Israel Partners and Customers will be supported by Cisco International Limited

Cisco International Limited has been established in the United Kingdom. It will manage sales and distributions for most European countries **beginning August 30, 2009**.



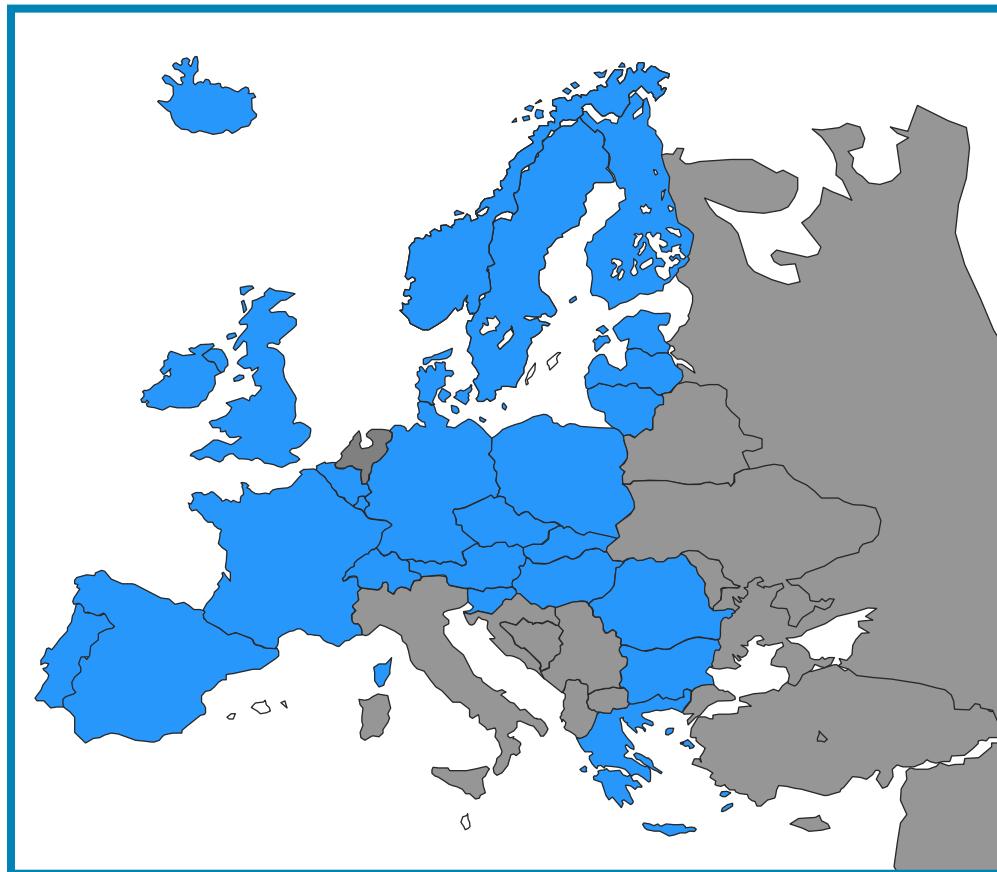
Accounts will automatically transition to Cisco International Limited

Cisco will **automatically** transition your **product and service ordering** from Cisco Systems International BV (the Netherlands) to Cisco International Limited (United Kingdom).



Our Partner Channel Strategy remains the same
All existing partner channel strategies and relationships are highly valued and remain unchanged with the establishment of Cisco International Limited.

Where Cisco International Limited will operate



■ Countries not included in the transition

Geographies not highlighted or included on this map are unaffected and they will continue to purchase the same way as today.

Note: Additional details available at

<http://www.cisco.com/web/ordering/cilcs/index.html>

European Union

Austria	Latvia
Belgium	Lithuania
Bulgaria	Luxembourg
Cyprus	Malta
Czech Republic	Netherlands
Denmark	Poland
Estonia	Portugal
Finland	Romania
France	Slovakia
Germany	Slovenia
Greece	Spain
Hungary	Sweden
Ireland	United Kingdom
Italy	

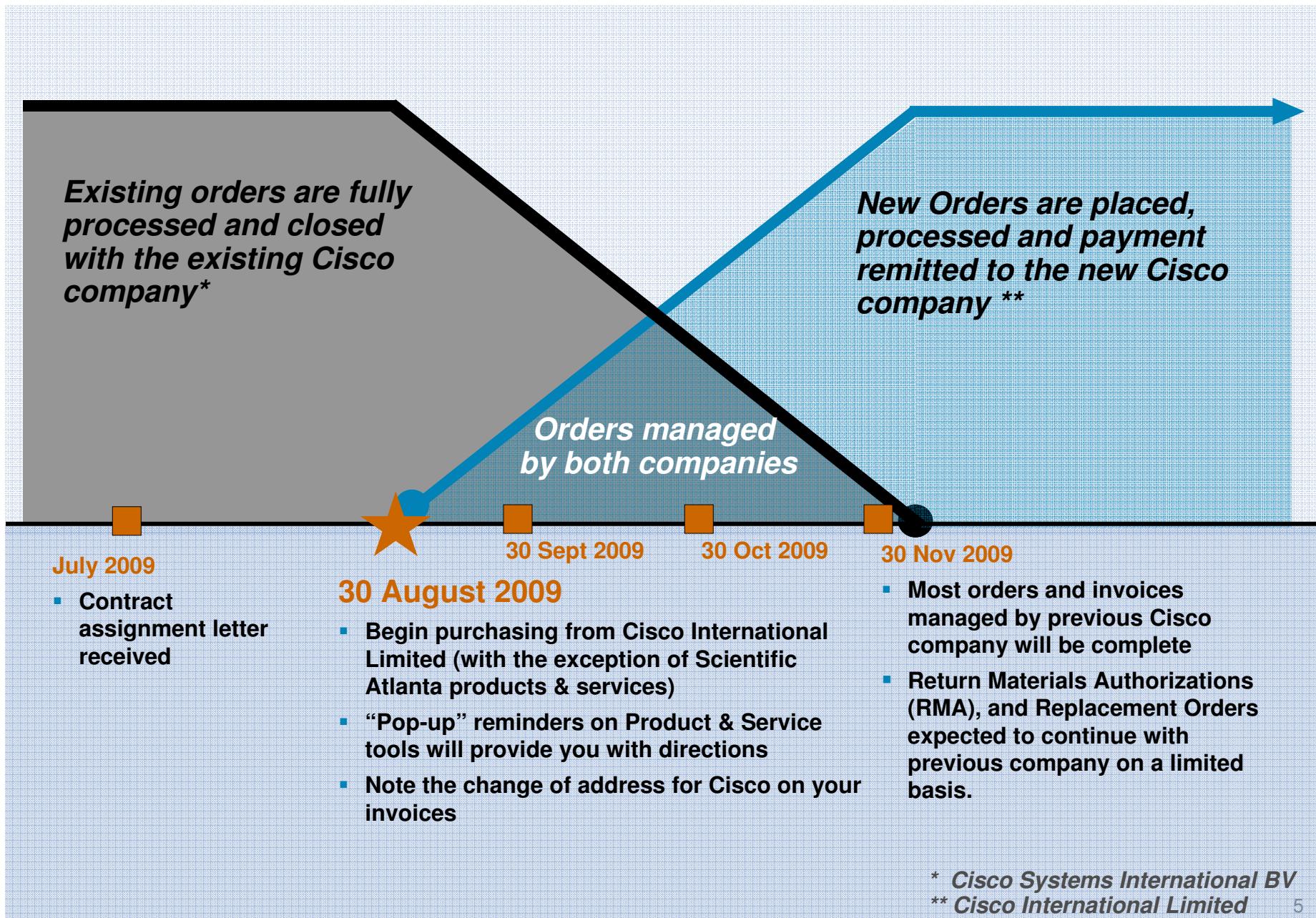
European Free Trade Association

Iceland	Switzerland
Norway	Liechtenstein

Israel, European Provinces and Territories

Andorra	Isle of Man
Guernsey	Jersey
Monaco	Israel (not pictured)

When the transition occurs



What is not changing



There will be no changes to...

- The current partner channel strategy and structure
- Service contracts and entitlements
- Terms of financing, discounting, credit limits, ordering currency, or price lists
- Delivery options, importation, or charges related to custom, duty, or freight (with the exception of orders shipped to US and Mexico)
- Overall account support including customer service
- Processing of returns. Continue to send product returns to the Netherlands Return depot.
- Purchasing Scientific Atlanta products and services. Cisco Systems International BV will continue to support these.
- Requests for changes to orders submitted prior to 30 August 2009. These will be processed in Cisco Systems International BV if the order was placed prior to 30 August 2009.

What to anticipate

Events	Date
Notification of the assignment of your legal contracts to Cisco International Limited.	July 2009
Cisco International Limited Bill-to IDs (BIDs), Ship-to IDs and Site-IDs (SIDs) will be created automatically, and some SIDs and Customer IDs (CIDs) will be consolidated.	30 August 2009
Purchase Orders and Order Acknowledgements will automatically route to and reference Cisco International Limited.	30 August 2009
UK based partners and customers will incur UK VAT for services; partners and customers based outside of the UK will continue to self-assess VAT.	30 August 2009
Change orders for orders booked prior to August 30, 2009 will be processed by Cisco Systems International BV. Change orders for orders booked after August 30, 2009 will be processed by Cisco International Limited.	30 August 2009
Orders booked in Cisco International Limited will not be allowed to ship to the US, Mexico, Japan, Australia. <i>More details will be provided by your CSRMs/FSRMs</i>	30 August 2009
All other freight (Duty Unpaid and Self-Routed) options will be copied over to Cisco International Limited.	30 August 2009
Service contracts will move to Cisco International Limited at time that any line item of contract is renewed.	Order Dependant
Scientific Atlanta products and services will continue to be offered by Cisco Systems International BV.	Until further notified
Existing Cisco Systems International BV customer information (e.g., billing address, ship to address, customer profile, etc) will be maintained and automatically transferred to Cisco International Limited.	30 August 2009

Note: Additional details available in the Cisco International Handbook at: <http://www.cisco.com/web/ordering/cilcs/index.html>

Your next steps

Actions	Required Date
Create, modify, or add new information received in early August to your Cisco vendor profile for procurement and payable systems (e.g., bank account, remit-to address). Old information may need to be maintained until existing deals and orders have been fulfilled.	August 2009
Identify impacts across your internal processes if systems changes are required for new BIDs and SIDs (i.e., B2B, Channel Finance Partners).	August 2009
Make system changes to accommodate BIDs and SIDs if necessary (Cisco will contact the partner and customer directly if changes are needed.)	Variable based on partner or customer
Complete existing business with Cisco Systems International BV.	Until orders are fulfilled, paid, and closed.
Conduct new business with Cisco International Limited.	30 August 2009
Submit payment according to the details on the invoice (i.e., address, bank account).	Ongoing
Process product returns, replacement and change orders with the Cisco company with which the order originated (i.e., Cisco Systems International BV or Cisco International Limited). Continue to ship the returned product(s) to The Netherlands return location.	Ongoing
Continue to conduct Scientific Atlanta business with Cisco Systems International BV. Contact your account manager with questions.	Until further notified

Note: Additional details available in the Cisco International Handbook at: <http://www.cisco.com/web/ordering/cilcs/index.html>

Where you can get more information.

For additional information, visit the [Cisco International Website](#)



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Cisco International Limited

Over the next few years, Cisco is building capabilities to deliver products, services, and software with a more global focus. A first step toward this is transitioning most of our European partners and customers to a new company, Cisco International Limited, on 30 August 2009.

Learn more about Cisco International Limited and find answers to your questions using the resources below.



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[Submitting Payments](#)
[Product Order](#)



[Overview Presentation](#)

Overview of Cisco International Limited, Key Messages, & High-level Calls to Action.



[Questions and Answers](#)

Addresses common questions regarding Cisco International.



[Customer & Partner Handbook](#)

Detailed information on specific operational impacts, including screenshots, procedures, & support.



[Quick Reference Guide](#)

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[Quick Reference Guide](#)

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