

Software Upgrade Entitlement Description: Unified Communications Software Subscription

A Cisco® Unified Communications Software Subscription ("Subscription") entitles you to receive application software releases that provide major architectural changes or major feature enhancements or functionality ("Upgrades") for the term of the Subscription, provided that you hold a valid license for the application software and the application software is covered by a current valid Cisco Unified Communications Essential Operate Service contract.

Your Subscription term Begin Date and End Date are reflected in the Subscription contract for the covered products and appear on Cisco Service Contract Center (SCC). Your Subscription number is the same as your Cisco Unified Communications Software Subscription contract number. A valid current Subscription contract number is required for application software Upgrades. Your Subscription number and Cisco Unified Communications Operate Service contract number may be required by the Cisco Technical Assistance Center for technical support.

Note: If a Unified Communications Software Subscription Claim Certificate ("Claim Certificate") was provided with your order, you must register and activate your Subscription following the directions on the Claim Certificate. Your Subscription terms appear on the Claim Certificate, including determination of Subscription dates. An example of a Claim Certificate is provided at the end of this document. The Entitlement Description provided in this document does not apply to orders accompanied by a Claim Certificate.

Software Upgrade Availability

Upgrades under your Subscription will be made available to you as such application software revisions are released by Cisco. Cisco is not committing to a specific release schedule for application software covered under your Subscription. There is no assurance that Cisco will release one or more Upgrades for application software covered by your Subscription during any Subscription period.

Note: Subscriptions do not cover upgrades from one type of license to another—for example, from a standard license to an enhanced license—unless specifically authorized by Cisco.

Only Upgrades for the application software covered by your Subscription contract are available to you. Such Upgrades are limited to application software releases that have been validly licensed and paid for under your current Subscription. Upgrades are subject to the same license terms and conditions as the application software to which they relate (for example, the Cisco End User License Agreement, available at: www.cisco.com/en/US/docs/general/warranty/English/EU1KEN_.html)

Upgrades and supporting documentation will be made available on media such as CD-ROM, through the Cisco Product Upgrade Tool (PUT) (www.cisco.com/upgrade). Applicable supporting documentation, if available, can be found on www.cisco.com and is limited to one copy per licensed Application Software. Additional copies may be purchased separately. Inquiries and escalations on shipment of Upgrades should be sent to cs-support@cisco.com.

The Cisco Services website is www.cisco.com/go/supportservices. A description of the Cisco Unified Communications Operate Service can be found at: www.cisco.com/web/about/doing_business/legal/service_descriptions/index.html. Additional information regarding Cisco Unified Communication Software Subscription can be found at: www.cisco.com/go/ucss.

Cisco End-of-Life Policy, and Additions and Deletions to Subscriptions

Cisco software products and services are subject to Cisco's end-of-life policy available at:

www.cisco.com/en/US/products/products_end-of-life_policy.html. Cisco reserves the right to remove or add products from its Subscription offerings at any time. Cisco may add or modify requirements for incremental Subscription purchases.

Customer Responsibilities

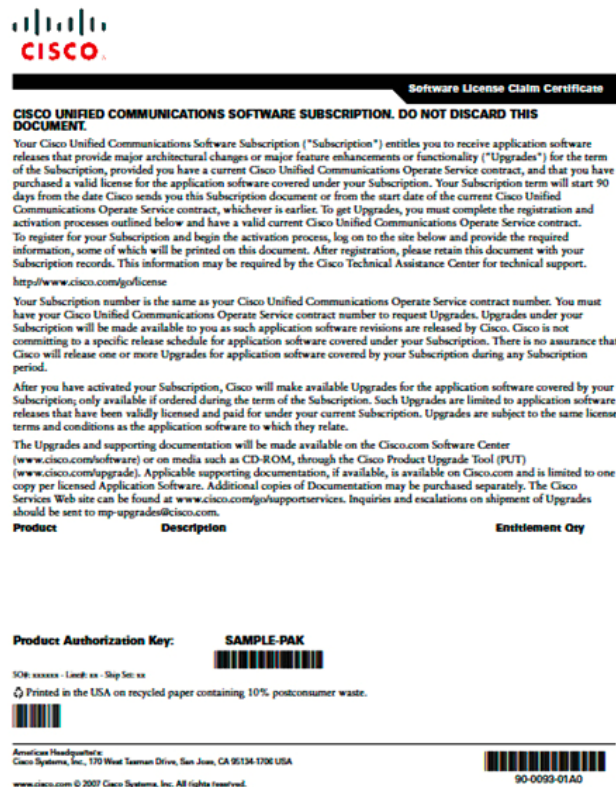
Cisco Unified Communications Software Subscription requires that you, the Customer:

- Monitor and renew Subscriptions prior to termination to maintain application software coverage. Following the end of the term of your Subscription, upgrades will not be available unless your Subscription has been renewed.
- When upgrading covered products, order no more than the number of copies of software covered by your Subscription. For your right to make backup copies, refer to Cisco's End User License Agreement at: http://www.cisco.com/en/US/docs/general/warranty/English/EU1KEN_.html. You may not order copies under your Subscription for this purpose.
- Notify your Cisco Unified Communications product sales or service account manager or channel partner of changes that may impact your Subscription and Cisco Unified Communications Operate Service contract, including but not limited to changes in product location and changes due to upgrades.

Software Subscription Claim Certificate

If you were provided with a Unified Communications Software Subscription Claim Certificate like the one appearing in Figure 1, the Claim Certificate describes your Subscription. Also, please review the activation instructions document at www.cisco.com/go/ucss under the heading "Additional Resources."

Figure 1. Cisco Unified Communications Software Subscription Claim Certificate





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Europe Headquarters
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