



CISCO POLICY

THIRD PARTY REPAIR SOURCES: CISCO WARRANTY AND SERVICE SUPPORT IMPLICATIONS

INTRODUCTION

Cisco Systems® holds ISO 9000 and ISO 14000 certifications and strives to ensure the highest levels of product quality and customer satisfaction. To maintain its ISO certifications and provide high customer satisfaction, Cisco® contracts with qualified service repair companies worldwide. These companies (as subcontractors to Cisco) provide support in connection with Cisco warranty and service contract obligations.

Cisco employs the authorized repair companies to evaluate, repair, or replace parts or products, including field replaceable units (FRUs). An FRU is any component or subassembly of an item, or unit of a product manufactured by Cisco that can be replaced in the field. Examples would be chassis, pluggable modules, power supplies, and product-specific printed circuit board assemblies such as line cards.

Cisco authorized service repair partners receive specialized, ongoing training to competently provide product evaluation, refurbishment, and testing support. Cisco grants these partners access to certified replacement parts, and to the following:

- Engineering Change Order (ECO) processes for latest updates

- Test plans and procedures developed by Cisco engineers

- Dynamic burn-in chambers and profiles

- Fully integrated, automated, and operational test stations in support of the test plan, including all commercial test systems required

- Auto test scripts, which control the testing process and data gathering

- Test methodologies such as those specific to a product family and defined by Cisco, which would include tests for structural integrity, functionality, optical parametrics, and live traffic.

- A quality assurance program that verifies product functions and reliability without compromising customers' needs.

THIRD-PARTY REPAIR SOURCES

Cisco authorized service repair partners (as previously described) should be distinguished from third-party repair businesses who offer their *own* brand of repair or other services for Cisco products. The third-party repair businesses referenced here should also be distinguished from Cisco authorized channel partners and resellers per Cisco Channel Partner Program.

Cisco does not “certify,” “authorize,” “endorse,” or “recommend” any third-party service repair businesses and cannot validate or otherwise comment upon their competencies, capabilities, or qualifications.

Cisco does not offer or provide any replacement or spare parts to such third-party service repair businesses.

Cisco does not offer or provide any warranty for products that are repaired by such third-party service repair businesses. Customers who elect to use such third-party repair sources do so at their own risk.

All Cisco software license grants are to end-user purchasers and are non-transferable. See Cisco Software License terms at http://www.cisco.com/en/US/products/prod_warranties_item09186a00800e0ec82.html#8643, including the "General Limitations"

provisions that prohibit the transfer, assignment, or sublicense of the license to any other person, or to use the Software on unauthorized or secondhand Cisco equipment.

When a customer reports a product fault or defect and Cisco determines that the fault or defect can be traced to the use of a third-party repair business, Cisco retains the right to withhold support under warranty or a Cisco support program, such as SMARTnet® services.

Additionally, Cisco reserves the right to charge the customer the then-current time-and-materials rates for services provided to the customer when Cisco determines, after having provided such services, that the root cause of the defective product was due to a third-party vendor or a third-party-vendor-supplied product. If Cisco concludes that the fault or defect is not attributable to the use of a third-party repair company, Cisco will continue to provide support for the affected product under warranty or covered by a Cisco support program.

Customers who choose to install or use third-party components including, but not limited to, memory, cables, or pluggable modules, do so at their own risk. For more information about Cisco's Third-Party Component policy, see

http://www.cisco.com/en/US/products/prod_warranties_item09186a00800b5594.html.

For more information about Cisco's Limited Warranty, see

http://www.cisco.com/en/US/products/prod_warranties_item09186a00800e79ab.html.



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