



Introducing a Smooth New Interface

An important message regarding your service request process.

Dear Valued Customer,

The combination of Cisco and Scientific Atlanta brings unmatched experience and innovation to delivering large-scale video systems and networks, and the next step of integrating our technical support processes will help ensure that we address your needs more quickly and effectively.

Our goal is to provide a single, smooth interface for customers around the world and empower you with tools to effectively manage service request cases. The new process is for opening and tracking technical support service requests for your Scientific Atlanta products via phone or web. As for the service that follows each request, you can count on the same responsive and thorough support that you have always received.

To begin, please complete the following steps:

1. Cisco will generate your Cisco.com user ID (if you do not have a Cisco® ID already). You will then receive an email requesting that you create a password and validate your profile.
2. Cisco will associate your contract number with your Cisco.com profile. Your contract number is **XXXXXX**.
3. When steps #1 and #2 are complete, you will have a valid Cisco.com user ID. This enables you to log a service request via:
 - Phone: +1 866 787 3866
 - Web: <http://tools.cisco.com/ServiceRequestTool/create/launch.do> (to create or check status of a service request)

We created a website (<http://www.cisco.com/web/services/acquisitions/sa.html>) to provide you with all the necessary information including a useful reference guide with instructions for opening and tracking service requests, and contact information for further assistance.

Thank you for your contribution in adopting this new service request process.

Best regards,

Rob Polak
Vice President, SciCare Services