



Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134

January 24, 2017

City of Broken Arrow

Delivered Via Email

To whom it corresponds,

Greetings, my name is Sean O'Brien and I am part of Cisco Systems' Brand Protection group. Our goal is to maintain a clean sales channel for Cisco goods and ensure our customers receive the quality product they expect. It has come to our attention that the **City of Broken Arrow** has received a quote for the purchase of Cisco goods from a company named Telesource. **Unfortunately, Telesource is not a member of the Cisco authorized reseller program.** For a detailed list of local authorized Cisco Channel Partners, please refer to: www.cisco.com/go/partnerlocator.

When products are not sold through Cisco's authorized sales channels, Cisco can offer no assurance as to the provenance and quality of those products. Cisco products sourced from outside of Cisco's authorized sales channels may not come with a valid software license or hardware warranty and are not automatically eligible for a Cisco service support contract (such as SMARTnet maintenance).

With regard to used Cisco products, Cisco Certified Refurbished Equipment (CCRE) is the only used Cisco product offering that is authorized and supported by Cisco (without additional inspection, fees, or relicensing). CCRE is sold with a full Cisco warranty and software license, and with the same Cisco service support options that new products have. Cisco Certified Refurbished Equipment is sold only through Cisco authorized partners.

An overview of Cisco's policy on this subject is as follows:

Licensing. When Cisco sells its products, software licenses (such as for Cisco IOS) are granted to the initial purchasers of those products. Cisco's policy is that software may not be transferred to any other purchaser of the product unless specifically authorized by Cisco. To the extent that Cisco believes a customer is not an initial purchaser—or if a customer expresses concern that it is not an initial purchaser—such issues will be promptly addressed and Cisco is committed to resolving all licensing issues that arise. In full, this policy is set forth on Cisco's website:

http://www.cisco.com/en/US/prod/cisco_software_transfer_relicensing_policy.html.



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Support Plans. Cisco products that are not purchased through Cisco's authorized sales channels are not automatically eligible for a Cisco service support contract. For Cisco products purchased outside Cisco's authorized sales channels that are genuine Cisco product, Cisco must still evaluate the product's eligibility to receive support services (i.e., to ensure that no changes have been made to the genuine Cisco hardware or software, and to confirm that the product still functions according to Cisco's specifications and customer expectations) and Cisco's policy is to charge an inspection fee for this evaluation. In full, this policy is set forth on Cisco's website:

http://www.cisco.com/en/US/prod/hw_sw_relicensing_program.html.

Warranty. Cisco products are sold with warranties that inhere to the benefit of the initial purchaser. Cisco's policy is that warranties may not be transferred to any other purchaser of the product unless specifically authorized by Cisco. To the extent that Cisco believes a customer is not an initial purchaser—or if a customer expresses concern that it is not an initial purchaser—such issues will be promptly addressed and Cisco is committed to resolving all warranty issues that arise. In full, this policy is set forth on Cisco's website:

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

I hope the information above has provided you with helpful insight regarding the importance of purchasing Cisco product offerings from a local, authorized Cisco Channel Partner. Should you have any additional questions or want to review the contents of this letter, please do not hesitate to reach out to me directly (seanobri@cisco.com) and I will set up a phone call so we can discuss at your convenience. Thank you for your time.

Best,

A handwritten signature in black ink, appearing to read "Sean O'Brien".

Sean O'Brien
Cisco Systems, Inc.
Brand Protection
Legal - Compliance
seanobri@cisco.com