

NDS Acquisition

Introduction

This document provides answers to some of the most common questions regarding service offerings, service agreements, and technical support for NDS customers whose service contracts have been or are in the process of being migrated to Cisco.

Service Offer

- Q.** Can I expect the same service coverage?
- A.** Yes, your service coverage and service levels will remain the same until further notice.
- Q.** How will I order services going forward?
- A.** Your existing NDS account teams will continue working with you to order NDS products and services. Use Cisco tools and processes for products and services purchased from Cisco.

Service Delivery and Support

As a current NDS Group, Ltd. Customer, you should continue to use the same process for support on installed NDS products. The migration to Cisco tools and processes, including access to the Cisco Technical Assistance Center (TAC), will be communicated to you with ample lead time.

- Q.** How do I get support for NDS products?
- A.** Continue to use your existing support numbers and support processes as outlined in your support agreement. If you are unaware of these details, contact us using the following process and reference "Cisco referral."

Urgent Issues

UK: +44 (0) 20 84 76 84 84 (main number) or
+44 (0) 2380 307 411 (backup number)
USA: 866 398-8749

For General Inquiries

Email: sp_vs_unity_service@cisco.com
Phone: +44 (0) 20 8476 8000

- Q.** How do I get support for Cisco products?
- A.** Customers should continue to use the Cisco TAC for technical support on Cisco products. For more information about opening a technical support case and for regional TAC telephone numbers, refer to www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html.

Service Agreement Migration

- Q.** Will my existing Service agreement with NDS have to migrate to Cisco service agreements?
- A.** Yes, all NDS service agreements will be migrated to Cisco service agreements.

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- Q.** What will migrate?
- A.** Cisco is committed to fulfilling support obligations to ensure there's no interruption in the services you receive. Your Cisco account team will discuss details of when & how the migration will take place with you.
- Q.** What happens when my existing service agreement expires?
- A.** You can renew your existing contract through your NDS account manager until further notice.
- Q.** I am ready to migrate my contracts now. How can I get started?
- A.** Please contact your existing account manager.
- Q.** I am in the middle of closing a deal with NDS. How will I be impacted?
- A.** Every effort will be made to ensure minimal or no impact to service contracts and support delivery for inflight deals.
- Q.** When will NDS customer service agreements be migrated into the Cisco installed base?
- A.** We will review all service contracts and migrate each customer individually.

Return Material Authorization (RMA)

- Q.** If I have a faulty SmartCard what do I do?
- A.** Please contact your account team to obtain a replacement.

Additional Information

- For more information, email us at services-qa-nds@cisco.com
- [NDS acquisition and integration](#)
- [Service and support for NDS acquisition](#)
- [Cisco Services for service providers](#)



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