



Universal Service Administrative Company  
Schools & Libraries Division

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January 8, 2008

Renee Patton  
M Squared at Cisco Systems Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706

Renee,

This is to confirm that the product notification per e-mail dated November 14, 2007 for:

End of Life		Approved Substituted Product	
SMARTnet Software Application Support	CON-SAS-xxxx	Essential Operate Services	CON-ESW-xxxx
SMARTnet Software Application Support	CON-SAU-xxxx	Essential Operate Services	CON-ESW-xxxx

This is determined to be an acceptable substitution when used for eligible purposes.

You may provide applicants with a copy of this letter. Including this letter as attachments to request for payment will speed up the approval process.

Please do not hesitate to contact me if further clarification of this letter is required. I can be reached by phone, e-mail or write me at "SLD, Box 902-Correspondence Unit, 100 South Jefferson Road, Whippany, NJ 07981."

Thank you for cooperation and continued support of the Universal Service Program.

Sincerely,

*[Contact information omitted for privacy]*  
*Service Substitutions*  
*Schools & Libraries Division*