



Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706

Direct: 408 526 4000
FAX: 408 526 4100
www.cisco.com

February 19, 2010

The Honorable Richard Durbin
United States Senate
Washington, DC 20510

Dear Senator Durbin:

Thank you for your January 29th letter addressed to John Chambers regarding Global Internet freedom and China. I am responding to your questions in my capacity as Cisco's Chief Legal Officer.

Q1. Please provide a detailed description of your company's business in China.

A1. Our sales operations in China are as follows:

Cisco sells Internet Protocol-based networking and other products in China that enable data, voice, video and mobile communications. Our customers include enterprise businesses, telecommunications service providers, small businesses, universities, hospitals and other public institutions.

Our product offerings include network switches, which link networks of computers together, and routers, which direct the flow of packets of data between networks and across the Internet. Cisco also sells network management and security tools that allow customers to operate their networks without interruption 24 hours a day and to protect their networks from spam, malware, denial of service, and other malicious attacks or intrusions.

Cisco also sells a variety of other products, including "unified communications" products to link voice, video, data and mobile communications networks; IP phones; wireless network access points; cable access, set-top boxes and digital media products; videoconferencing and other on-line business collaboration technologies; and building management systems.

Cisco home networking products are available for purchase by consumers in China; they include voice and data modems, routers, video cameras, and other consumer devices.

All Cisco customers globally have access to Cisco training and support. In some cases we provide repairs and other technical support directly to customers; authorized resellers of our equipment may also provide support, and that is the

typical route for support internationally. Cisco service and post-sales support is generally designed to replace faulty or defective products, provide training for the proper operation of network hardware and ensure that networks are stable and available 24 hours a day, including protecting our customer's networks from hackers and malware.

Q2. What are your company's future plans for protecting human rights, including freedom of expression and privacy, in China? Please describe any specific measures you will take to ensure that your products and/or services do not facilitate human rights abuses by the Chinese government, including censoring the internet and monitoring political and religious dissidents.

A2. Cisco has adopted human rights guidelines to guide the conduct of our employees, and they are reflected in the Corporate Citizenship Report which we have shared with the Committee previously. As stated in our Report, Cisco "support[s] the United Nations Universal Declaration of Human Rights" and, as outlined in our Code of Business Conduct and employee policies, we expect all our employees to "treat others equally and with respect and dignity."

As the Report notes, Cisco has adopted the following two principles from the UN Global Compact:

"Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: Businesses should make sure that they are not complicit in human rights abuses."

Cisco has also stated publicly that we don't customize or develop specialized or unique filtering capabilities to enable different political regimes to block access to information. We are comfortable that our activities in China conform to these principles.

While Cisco is not an Internet service provider like current Global Network Initiative (GNI) participants, we believe the GNI's core principles for network operation are appropriate for those companies that are network operators. Were Cisco to operate a network anywhere in the world, it would be our intention to act in accordance with those principles.

Q3. Did representatives of your company attend the GNI open house? If no, why not?

A3. Yes.

Q4. Does your company plan to participate in the GNI workstream? If no, why not?

A4. Cisco will continue to monitor progress on the GNI and remains willing to meet with the principals to discuss the group's goals and outcomes. However, the GNI model may not be suitable for computer hardware and network infrastructure suppliers since there are literally dozens of companies, both U.S. and non-U.S.-based, including some based in China, which sell equipment and software for operation of the Internet around the world.

The most fundamental issue is how the purchasers and end users of information and communications technology in other countries are directed to use those products by their governments. This is beyond the control of hardware vendors whose product functionality is generic. In the case of Cisco, we sell equipment that meets global standards, and we believe our adherence to global standards plays a significant role in expanding access to information, undermining censorship and facilitating efforts to ensure the free flow of information. We consistently oppose efforts by foreign governments to enact and enforce local standards that would balkanize the Internet and undermine the free flow of information.

We believe these issues are more appropriately addressed by government efforts to drive consistency in global Internet standards and by industry associations, rather than by individual companies. This was illustrated last summer by the successful efforts of technology industry associations, governments and Internet users in China to oppose government efforts to mandate the installation of "Green Dam" filtering software on personal computers sold in China.

We do intend to continue discussions with other hardware and software technology companies on the development of best practices that prevent the balkanization of the Internet, support free flow of information globally, and maintain privacy protections for Internet users.

Thank you for the opportunity to respond to your questions on this important matter. Please let me know if I can provide any additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mark Chandler", written over a light blue horizontal line.

Mark Chandler
Senior Vice President and General Counsel
Cisco Systems, Inc.