

Join the Talos and ThousandEyes Ukraine Briefing - this Friday, March 11 @ 11am EST [Join here](#) >

The War in Ukraine: Supporting our Customers, Partners and Communities

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To our Customers and Partners,

I want to share an update on our efforts to support Ukraine and the steps we are taking in regards to our business in Russia and Belarus. We know how challenging this situation is and we are here to support you.

Stopping Business in Russia and Belarus and Providing Support for Ukraine

Given the escalation of war, and in support of the Ukrainian government and people there, we are stopping all business operations, including sales and services, in Russia and Belarus for the foreseeable future.

We strongly believe this is the right decision, and we are working with customers and partners in the extended region to ensure business continuity. We will be in touch with our customers and partners in Russia and Belarus with additional details.

We recognize that many people, including all of our teams, are impacted by this war. To our customers and partners, please know our Cisco teams are working tirelessly on your behalf and will do their best to answer your questions and provide updates as this develops. If you have immediate questions, please contact your Cisco account team or customerinfo@external.cisco.com or click "Contact us" below.

To help those in Ukraine, we are enabling auto-renewals on any software or services for our Ukrainian customers at no charge, and offering one free year of Webex meetings. We are also providing free calls to Ukraine.

Leveraging Security

We are also accelerating the work we've been doing over the past few weeks to do all that we can to help protect organizations in Ukraine from cyberattacks, safeguard the privacy of institutions in Ukraine and the region, and help the Ukrainian government secure its infrastructure. The [work being done by our Talos threat intelligence team](#) to monitor the landscape, hunt malicious actors and deploy defenses, while openly sharing its findings is essential in contributing to the safety of our customers globally.

In addition to new security protections that are constantly being updated and rolled out, Talos has put together a team of volunteers who have been hunting threats around the clock and watch over the networks of critical organizations in Ukraine. They are also helping manage Secure Endpoint configurations with teams of dedicated engineers, and serving as defenders from inside Ukrainian networks.

Our Internet intelligence team at ThousandEyes has also been actively monitoring the Internet activity of dozens of critical Ukrainian websites, enabling government agencies and banks in the region to deploy countermeasures and protect against attacks.

Supporting our People and Communities

At the same time, we are deeply focused on the safety of our employees and their families in Ukraine, and doing all that we can to support them, from relocation to financial assistance. We have also established a Ukraine Humanitarian Assistance Fund enabling all of our employees to donate, and we are working with non-profit partners to leverage Cisco equipment and support those who have been able to flee and relocate.

These are incredibly challenging times for Ukraine, and frankly, the world. We know that many Russian people including employees, customers and partners are impacted by this war. I want to reiterate that this is a time for unity. I am inspired by the support we have seen within the Cisco community for one another and all of you.

Our deepest hope is that this war will end soon. In the meantime, we are committed to using all the resources we can to help our employees, the institutions and people of Ukraine, and our customers and partners during this challenging time, and we will do all within our power to support those who need it.

[Contact Us](#)

FAQs

What is Cisco's position on the war between Russia and Ukraine?

At Cisco, we strongly and unequivocally condemn the unjustified war being waged by Russia, and the violence that has been unleashed upon innocent civilians.

What is Cisco doing to help employees and their families in Ukraine?

Our number one priority is the safety and security of our employees. We've been in close contact with employees in Ukraine over the past several weeks with offers of support in a variety of ways - including travel, temporary relocation, allowances to cover unexpected expenses and emergency time-off. Several of our employees - together with their families - have chosen to temporarily relocate to Poland. Others have decided to stay. Cisco continues to support them as best we can in either case.

Is Cisco helping Ukraine in its cyber defense?

Cisco is working around the clock on a global, company-wide effort to protect our customers and partners in Ukraine and ensure that nothing goes dark. Cisco Talos has taken the extraordinary step of directly operating security products 24/7 for critical customers in Ukraine while over 500 employees across Cisco have come together to assist in collecting open-source (public) intelligence. Cisco is also offering Cloud Security products, such as Duo, to non-restricted Ukrainian organizations for one year.

What is Cisco's position regarding ongoing business in Russia and Belarus?

Given the escalation of war, and in support of the Ukrainian government and people there, Cisco is stopping all business operations, including sales and services, in Russia and Belarus for the foreseeable future. We are quickly working through the implications for our business and how best to support our customers and partners in the region. We will continue to monitor and evaluate the situation and will keep you updated as more information becomes available.

For those outside the immediate area of conflict, does the war impact Cisco's ability to deliver products and services?

Cisco does not currently anticipate an impact to the delivery of products or services outside of Russia, Ukraine, and Belarus as a result of the Russia-Ukraine war. The situation is evolving rapidly and we continually assess and mitigate potential business disruptions as part of our global business resiliency efforts.