

End-of-Sale for Cisco Unified Computing Mission Critical Support Service

Cisco Systems® announces the End-of-Sale and End-of-Life dates for the Cisco Unified Computing Mission Critical Support Service. The last day to order, extend or renew this service is August 20, 2012. Customers with active UCM7, UCM8, UCMD7, or UCMD8 service contract types will continue to receive support until the termination date of the contract.

Table 1 describes the end-of-life milestones, definitions, and dates for the Cisco Unified Computing Mission Critical Support Service.

Table 1. End-of-Life Milestones and dates

Milestone	Definition	Date
End-of-Sale Announcement Date	The date that the document announcing the end-of-life and end-of-sale is made available to the general public	February 20, 2012
End-of-Sale date	The last date to order or renew Cisco Unified Computing Mission Critical Support Service contract through Cisco point-of-sale mechanisms. The service is no longer for sale after this date.	August 20, 2012
End of New Service Attachment Date	For equipment and software that is not covered by a Cisco Unified Computing Mission Critical Support Service contract, this is the last date to order a new contract or add equipment and/or software to an existing contract.	August 20, 2012
End of Service Contract Renewal Date	The last date to extend or renew a Cisco Unified Computing Mission Critical Support Service contract.	August 20, 2012
Last Date of Support	The last date to receive support for covered products. After this date, all support under Cisco Unified Computing Mission Critical Support Service are unavailable, and the service becomes obsolete and End of Life.	Expiration date of existing active contract.

Customers are encouraged to purchase the Cisco® Mission Critical Support Service that covers all Cisco® data center products including the Unified Computing Systems.

For More Information

For more information about the new Cisco® Mission Critical Support Service, visit:

http://www.cisco.com/en/US/products/ps10366/ser_home.html, or contact your local account representative or authorized reseller.



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