

End-of-Sale for Cisco Preferred Care Support Service

Cisco Systems® announces the End-of-Sale and End-of-Life dates for the Cisco Preferred Support Service. The last day to order, extend or renew this service is October 23, 2013. Customers with active Preferred Care service contracts 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 Preferred Care 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	June 10, 2013
End-of-Sale Date	The last date to order or renew Cisco Preferred Care Support Service contract through Cisco point-of-sale mechanisms. The service is no longer for sale after this date.	October 23, 2013
End of New Service Attachment Date	For Cisco Intelligent Automation software that is not covered by a Cisco Preferred Care Support Service contract, this is the last date to order a new contract or add software to an existing contract.	October 23, 2013
End of Service Contract Renewal Date	The last date to extend or renew a Cisco Preferred Care Support Service contract.	October 23, 2013
Last Date of Support	The last date to receive support for covered products. After this date, all support under Cisco Preferred Care Support Service is unavailable, and the service becomes obsolete.	Expiration date of existing active contract.

Cisco® encourages new and existing Customers to purchase the Cisco® Mission Critical Support Service for Intelligent Automation that covers Cisco® Process Orchestrator(CPO), Cisco® Tidal Enterprise Scheduler(TES), Cisco® Prime Service Catalog(CCP and CWP), Cisco® Intelligent Automation for SAP (ITPA), Cisco® Intelligent Automation for Cloud – Starter Edition (CIAC-SE) and Cisco® Intelligent Automation for Cloud – Enterprise Edition(CIAC-EE) with a dedicated Technical Accounts Manager (TAM) for Account Management and Direct Technical Support. This service includes highest response levels specific to the Intelligent Automation customers who needs High Touch Support Service for their Mission Critical environments beyond the break fix software support and upgrade services.

For More Information

For more information about the new Cisco® Mission Critical Support Service for Intelligent Automation Products, visit:http://www.cisco.com/web/about/doing_business/legal/service_descriptions/index.html or contact your local account representative.



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