



Partner Essential Operate Service End-of-Sale Cisco Unified Contact Center Products

Cisco Systems[®] announces the end-of-sale dates for the Cisco[®] Partner Essential Operate Service (PSES). The last day to order the affected service is November 21, 2014. Partners with active service contracts will continue to receive support until the termination date of their contract. Table 1 describes the end-of-life milestones, definitions, and dates for the affected service.

Table 1. End-of-Life Milestones, Definitions, 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 30, 2014
End-of-sale date	The last date to order or renew Partner Essential Operate Service through Cisco point-of-sale mechanisms. The service is no longer for sale after this date.	September 22, 2014
End-of-new-service-attachment date	For Cisco Unified Contact Center Enterprise software products that are not covered by Cisco's Partner Essential Operate Service, this is the last date to order a new contract or add software to an existing contract. All new partner quotes and orders should come under the Cisco Services Partner Program after this date.	September 22, 2014
Required service at point of sale	Applicable Cisco Unified Contact Center Enterprise and Express software products will start requiring a minimum of 1 year of Cisco software support at the point of sale.	September 22, 2014
Transition period	Cisco is providing a 60-day transition period for approved Cisco Partner Essential Operate Service quotes to be converted into orders.	September 22, 2014 to November 21, 2014
End-of-service-contract-renewal date	The last date to extend or renew Cisco Partner Essential Operate Service. Renewal and new order options: <ul style="list-style-type: none">• Cisco Unified Contact Center Enterprise (UCCE) ATP Program eligibility: All Cisco Unified Contact Center products under Partner Support Service (PSCU)• No Cisco UCCE ATP Program eligibility: Partner has access to Cisco Unified Contact Center Express and Cisco Unified IP Interactive Voice Response products under Partner Support Service (PSBU)	November 21, 2014
Last date of support	The last date to receive support for covered products. After this date, no support under Cisco Partner Essential Operate Service is available, and the service becomes obsolete.	Expiration date of existing active contracts

For Additional Information

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