



# External End-of-Sale Announcement for Cisco Solution Support for Service Providers - Enhanced & Premium

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## Overview

### End-of-Sale for Cisco Solution Support for Service Providers - Enhanced & Premium

To simplify our Solution Support offers, Cisco® announces the end-of-sale and end-of life dates for the Solution Support for Service Providers –Enhanced & –Premium support offers that are being consolidated into a single Solution Support for Service Providers support offer. This replacement offer should be used for all new and renewal quotes. The last day to order the affected services is September 29, 2023. Customers with active service contracts will continue to receive support until the termination date of their contract. In addition, all SKUs associated with the Service Levels that are planned for End-of-Sale will be replaced by a new set of SKUs to be associated with the new Service Levels.

**Table 1** describes the Cisco Solution Support for Service Providers - Enhanced & Premium that will be End-of-Sale. **Table 2** provides the replacement service offer. **Table 3** describes the end-of-life milestones, definitions, and dates for the affected service.

### Table 1. Cisco SP Solution Support Enhanced & Premium Software Support Service levels / Offer Types that are End of Sale

Service Level / Offer Type	Description
TSSWP	Solution Support for Service Provider Enhanced Software with Upgrades
TSSWA	Solution Support for Service Provider Premium Software with Upgrades
SPSSSPE	Solution Support Enhanced Service for Service Provider Software
SPSSSPP	Solution Support Premium Service for Service Provider Software
SPSSSAS	Solution Support for Service Provider Software Application Support
SPSSC1	Solution Support Enhanced Service for Service Provider Software
SPSSC2	Solution Support Premium Service for Service Provider Software
SDSSK1	Solution Support for Service Provider Enhanced with Support Only, No Upgrades Available
SDSSK2	Solution Support for Service Provider Premium with Support Only, No Upgrades Available
SDSSNK1	Solution Support for Service Provider Enhanced with Support Only, No Upgrades Available – Net Pricing
SDSSNK2	Solution Support for Service Provider Premium with Support Only, No Upgrades Available – Net Pricing

## Service Migration:

Customers with active Cisco Solution Support software support contracts will continue to receive support and maintenance until the termination date of their contract. At time of renewal, customers are encouraged to purchase the new and functionally equivalent Solution Support for Service Provider offer as per the table below.

**Table 2.** Service levels / Offer Types Code and Service level Descriptions.

Service Level / Offer Type	Description	Consumption Model	Replacement for applicable EOS Service Levels
SPSSPT	Solution Support for Service Provider Software with Upgrades	Perpetual	TSSWP, TSSWA
SPSSPTS	Solution Support for Service Provider Software	Subscription - On Prem (SBP)	SPSSSPE, SPSSSPP
SPSSPTC	Solution Support for Service Provider Software	Subscription - Cloud	SPSSC1, SPSSC2
SDSSPT	Solution Support for Service Provider with Support Only, No Upgrades Available	Perpetual + SIA	SDSSK1, SDSSK2, SDSSNK1, SDSSNK2, SPSSSAS

**Table 3.** End-of-life milestones, definitions, and dates

Milestone	Definition	Date
<b>Internal End-of-Sale Announcement Date</b>	The date that the document announcing the end-of-life and end-of-sale is made available to Cisco internal.	February 16, 2023
<b>External End-of-Sale Announcement Date</b>	The date that the document announcing the end-of-life and end-of-sale is made available to the general public.	April 3, 2023
<b>Last Day to Quote</b>	This is the last day a quote can be given to a customer or partner.	July 31, 2023
<b>End-of-Sale date</b>	This is the last date to order the affected service using Cisco point-of-sale mechanisms. The service is no longer for sale after this date.	Sept 29, 2023
<b>End of new service attachment date</b>	This is the last date to order a new contract or add equipment and/or software to an existing contract for the affected service.	Sept 29, 2023
<b>End of service contract renewal date</b>	This is the last date to extend or renew an existing service contract for affected service.	Sept 29, 2023
<b>Last Date of Support:</b>	The last possible date to receive support for affected service. After this date, support for these services is not available, and the service becomes obsolete and End of Life.	Expiration date of the existing active contract

## SKUs affected by this announcement:

All SKUs associated with the Service Levels that are planned for End-of-Sale as per this announcement (**Table 1**) will be replaced by a new set of SKUs to be associated with the new Service Levels shown in **Table 2** above.

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## For more information

For more information about the Cisco End-of-Life Policy, go to: [https://www.cisco.com/en/US/products/products\\_end-of-life\\_policy.html](https://www.cisco.com/en/US/products/products_end-of-life_policy.html).

For more information about the Cisco Product Warranties, go to: [https://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](https://www.cisco.com/en/US/products/prod_warranties_listing.html).

For more information about Cisco End of Sales Services Announcements, go to: <https://www.cisco.com/c/en/us/about/legal/service-descriptions/end-of-sale-service-eos.html>

To subscribe to receive end-of-life/end-of-sale information, go to: <https://www.cisco.com/cisco/support/notifications.html>.

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Printed in USA. 09/21