



End of Sale for Cisco Return for Repair (RFR) Service Levels

Cisco announces the end-of-sale for the Return for Repair (RFR) service levels in SP Base, Smart Net Total Care, Combined Services and Solution Support for Service Providers. The last day to order the affected service is July 23, 2018.

Customers with active service RFR contracts will continue to receive support until the expiration of their term but the service will be delivered as 30-day Return to Factory (RTF) service. Table 1 describes the end-of-life milestones, definitions, and dates for the affected service. Table 2 provides the replacement service levels available for new contracts and at contract renewal.

Table 1. End-of-Sale milestones, definitions, and dates

Milestone	Definition	Date
End-of-Sale Announcement Date	The date that the document announcing the end-of-sale is made available to the general public	February 24, 2018
End-of-Sale date	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.	July 23, 2018
End of service contract renewal date	This is the last date to renew an existing service contract for affected service.	July 23, 2018
Last Date of Support	The last-possible date to receive support for covered products. After this date, support under RFR is not available, and the service becomes obsolete.	Expiration date of existing active contract.

Service Migration Options

Customers are encouraged to begin planning to migrate to one of the replacement service levels below.

Table 2. RFR replacement service levels

Service Provider Accounts		
Service Program	RFR Service Level	New Service Level Available
SP Base	SPRFR*	Return to Factory - SPRTF
Solution Support	SPSSRFR	Return to Factory - SPRTF

*Service Providers who originally purchased RFR (rather than SPRFR) are eligible to purchase Return to Factory (SPRTF) or Smart Net Total Care if preferred (see below).

Enterprise Accounts		
Service Program	RFR Service Level	New Service Level Available
Smart Net Total Care	RFR*	Smart Net Total Care
Combined Services	CSPRFR	Smart Net Total Care

For additional information, contact your local representative or partner.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Printed in USA

02/18