



End-of-Sale Announcement for Cisco Essential Operate Services, Cisco Unified Communication Software Subscription, and Associated Service Levels for Cisco Unified Communications and Cisco Prime Products

Cisco Systems© announces the end-of-sale and end-of life dates for the Cisco® Essential Operate Service (ESW), the Cisco Unified Communications Software Subscription (UCSS), and associated service levels. This announcement also includes the end-of-sale and end-of-life dates for Cisco Prime™ Product Assured Software Subscription. The last day to order the affected service is September 22, 2014. Customers with active ESW service contracts or UCSS subscriptions 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 affected service.

Table 1. End-of-Life Milestones

Milestone	Definition	Date
End-of-Sale Announcement Date	The date that the document announcing the end-of-sale and end-of-life is made available to the general public.	May 12, 2014
End-of-Sale Date	The last date to order or renew Cisco Essential Operate Service and Cisco Unified Communications Software Subscription 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 Collaboration and Cisco Prime software that is not covered by Cisco Essential Operate Service and/or Cisco Unified Communications Software Subscription, this date is the last date to order a new contract or add software to an existing contract. All new quotes and orders will attach Cisco Software Support Service going forward.	September 22, 2014
Required Service at Point of Sale	The date that applicable collaboration and Cisco Prime products will require a minimum of one year of Cisco Software Support Service at the point of sale.	September 22, 2014
Transition Period	Cisco is providing a 60-day transition period for validated and approved Cisco Essential Operate Service and Cisco Unified Communications Software Subscription quotes to be converted to orders.	September 22- November 21, 2014
End of Service Contract Renewal Date	The last date to extend or renew Cisco Essential Operate Service and Cisco Unified Communications Software Subscription. All renewal quotes and orders will attach Cisco Software Support Service going forward.	November 21, 2014
Last Date of Support	The last date to receive support for covered products. After this date, all support under Cisco Essential Operate Service and Cisco Unified Communications Software Subscription is unavailable and the service becomes obsolete. All new and renewal customers will purchase Cisco Software Support Service going forward.	Expiration date of existing active contracts

Cisco® encourages new and existing Customers to purchase Cisco Software Support Service for collaboration products that covers Cisco Unified Communications Manager (UCM), Cisco Unified Workspace Licensing (Cisco UWL), Cisco Business Edition 6000 (BE 6000), Cisco Unity® Connection, Cisco Unified Attendant Consoles, Cisco Emergency Responder, Cisco Unified Contact Center Express (CCX), Cisco Unified Contact Center Enterprise (CCE), Cisco IP Interactive Voice Response (IP IVR), Cisco Unified Customer Voice Portal (CVP), Cisco WebEx® Meetings Server, Cisco Hosted Collaboration Solution (HCS), and Cisco Prime products that include Cisco Prime Collaboration, Cisco Prime Infrastructure, Cisco

Prime Cable Provisioning, Cisco Prime Network, and any additional products currently mapped to Cisco Essential Operate Service and Cisco Unified Communications Software Subscription. This service offers reactive maintenance support in the form of technical support, access to Cisco.com, software support, and rights to major and minor releases during the service contract term.

Service Level Changes

The following impacted service levels will move to Cisco Software Support Service levels: ESW, UCSS, CBSW, CCELW, CCESW, ELSW, NCCSW, NCDSW, NCESW, NCFSW, NCGSW, NCHSW, NCISW, NCJSW, NESW, NLSW, PSES, PSSW, SBESW, SES1, SES4, SESW, SPESW, SPNESW, CBC4, CBCD, CBCE, CBCP, EC4P, ECD, ECE, ECPM, NEC4, NECD, NECE, NECP, PSED, PSEE, PSEP, PSSD, PSSE, PSSP, SBN4, SBO4, SBP4, SECD, SECE, SECP, SESN, SESO, and SESP on September 22, 2014.

For Additional Information

For more information about the new Cisco® Software Support Service, visit: www.cisco.com/go/swss or contact your local account representative or an authorized reseller.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

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

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Cisco Systems International BV Amsterdam,
The Netherlands

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