



# External End-of-Sale Announcement for One-Year Cisco Technical Support for Cisco Ultra-Reliable Wireless Backhaul Products

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## Overview

### End of Sale (EOS) for one-year Cisco Technical Support for Cisco Ultra-Reliable Wireless Backhaul Products options

Cisco Systems© announces the end-of-sale dates of the one-year SKUs for Cisco Technical Support for Cisco Ultra-Reliable Wireless Backhaul Products globally. The last day to order the affected services is 07/26/2024. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in Table 1 of the EoL bulletin.

Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s). Table 2 lists the product part numbers affected by this announcement. For customers with active and paid service and support contracts, support will be available under the terms and conditions of customers' service contract.

## End-of-life milestones

**Table 1.** End-of-life milestones 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	12/14/2023
<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	01/26/2024
<b>Last Day to Quote</b>	This is the last day a quote can be given to a customer or partner	05/26/2024
<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.	07/26/2024
<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.	07/26/2024
<b>End of service contract renewal date</b>	This is the last date to extend or renew an existing service contract for affected service	07/26/2025
<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.	07/31/2026

## Service Migration Options

Cisco will no longer offer one-year term SKUs for Cisco Technical Support for Cisco Ultra-Reliable Wireless Backhaul Products with no migration option. Customers may consider to migrate their Cisco FM estate to [Cisco Catalyst Industrial Wireless products](#).

**Table 2.** SKUs affected by this announcement

End-of-Sale SKU Name	SKU Description	Replacement SKU
SVS-FMS-Y-3425	1 year TS for Cisco FM3200, FM3500, FM4200, FM4500, FM4800	No replacement SKU available
SVS-FMS-Y-GWY10K	1 year TS for Cisco FM10000 Gateway	No replacement SKU available
SVS-FMS-Y-GWY1K	1 year TS for Cisco FM1000 Gateway	No replacement SKU available
SVS-FMS-Y-MON-10	1 year TS for Cisco FM Monitor 10	No replacement SKU available
SVS-FMS-Y-MON-100	1 year TS for Cisco FM Monitor 100	No replacement SKU available
SVS-FMS-Y-MON-1000	1 year TS for Cisco FM Monitor 1000	No replacement SKU available
SVS-FMS-Y-MON-25	1 year TS for Cisco FM Monitor 25	No replacement SKU available
SVS-FMS-Y-MON-250	1 year TS for Cisco FM Monitor 250	No replacement SKU available
SVS-FMS-Y-MON-2500	1 year TS for Cisco FM Monitor 2500	No replacement SKU available
SVS-FMS-Y-MON-50	1 year TS for Cisco FM Monitor 50	No replacement SKU available
SVS-FMS-Y-MON-500	1 year TS for Cisco FM Monitor 500	No replacement SKU available
SVS-FMS-Y-MON-5000	1 year TS for Cisco FM Monitor 5000	No replacement SKU available
SVS-FMS-Y-PONTE	1 year TS for Cisco FM Ponte Kit	No replacement SKU available
SVS-FMS-Y-VOLO	1 year TS for Cisco FM1200 Volo	No replacement SKU available

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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).

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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