

# End-of-Sale and End-of-Life Announcement for the Cisco Small Business Support Service

Cisco announces the end-of-sale and end-of life dates for the Cisco Small Business Support Service. The last day to order the service is December 31, 2016.

Availability of Cisco small-business products is not affected by this announcement.

Table 1 describes the end-of-life milestones, definitions, and dates for the affected service. Customers with active service contracts will continue to receive support until the termination date of their contract.

**Table 1.** End-of-Life Milestones and Dates for the Cisco Small Business Support Service

Milestone	Definition	Date
<b>End-of-Sale Announcement Date</b>	The date the document announcing the end of sale and end of life is made available to the general public.	July 27, 2016
<b>End-of-New-Service-Attachment Date</b>	The last date to order a new contract or add equipment or software to an existing contract for the affected service.	October 31, 2016
<b>End-of-Sale Date</b>	The last date to order the service using Cisco point-of-sale mechanisms. The service is no longer for sale after this date.	December 31, 2016
<b>End-of-Service-Contract-Renewal Date</b>	The last date to extend or renew an existing service contact for the affected service.	Expiration date of the existing active contract
<b>Last Date of Support</b>	The last date to receive support for covered products. After this date support for this service is not available, and the service becomes obsolete.	Expiration date of the existing active contract

## Service Migration Options

Customers are encouraged to purchase the Smart Net Total Care Service. It offers the same award-winning Cisco support services for their small-business products, plus the opportunity to take advantage of additional smart capabilities.

## For More Information

For more information about the Smart Net Total Care Service, go to:

<http://www.cisco.com/c/en/us/services/support/smart-net-total-care.html>



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