End-of-Sale and End-of-Life Announcement for the Cisco ICM PCI 3.3-Volt SS7 Card

EOL6905

Cisco announces the end-of-sale and end-of life dates for the Cisco® ICM PCI 3.3-Volt SS7 Card. The last day to order the affected product(s) is December 3, 2009. 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 until the termination date of the contract, even if this date exceeds the Last Date of Support shown in Table 1.

Table 1. End-of-Life Milestones and Dates for the Cisco ICM PCI 3.3-Volt SS7 Card

Milestone	Definition	Date
End-of-Sale Date	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	December 3, 2009
Last Ship Date: **HW**	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	March 3, 2010
End of Routine Failure Analysis Date: **HW**	The last-possible date a routine failure analysis may be performed to determine the cause of product failure or defect.	December 3, 2010
End of New Service Attachment Date: **HW**	For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.	December 3, 2010
End of Service Contract Renewal Date: **HW**	The last date to extend or renew a service contract for the product.	February 28, 2014
Last Date of Support: **HW**	The last date to receive service and support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.	December 2, 2014

HW = Hardware OS SW = Operating System Software App. SW = Application Software

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number
ICM-3V3-SS7	ICM 3.3V SS7 CARD	See the Product Migration Options section below for detailed information on replacing this product.
ICM-3V3-SS7=	ICM 3.3V SS7 CARD	See the Product Migration Options section below for detailed information on replacing this product.

Product Migration Options

Customers are encouraged to migrate to the Cisco SS7 Sigtran software-based solution for Cisco Unified Intelligent Contact Management Enterprise. More information about this product information is available at: http://www.cisco.com/en/US/products/sw/custcosw/ps1001/tsd_products_support_series_home.html and http://www.cisco.com/en/US/docs/voice_ip_comm/bts/6.0/protocol/guide/SSbas_60.html.

Customers can use the Cisco Technology Migration Program (TMP) to trade-in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their

Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at
http://www.cisco.com/web/partners/pr11/incentive/tmp/index.html.

Customers may be able to continue to purchase the Cisco ICM PCI 3.3-Volt SS7 Card through the Cisco Certified
Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries
on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco
Certified Refurbished Equipment program, go to: http://www.cisco.com/go/eos.

Service prices for Cisco products are subject to change after the product End of Sale date.

The Cisco Takeback and Recycle program helps businesses dispose properly of surplus products that have reached
their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and
subsidiaries. For more information, go to:
http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more information about the Cisco SS7 Sigtran Software for Cisco Unified ICM, visit
http://www.cisco.com/en/US/products/sw/custcosw/ps1001/tsd_products_support_series_home.html, or contact your
local account representative.

For more information about the Cisco End-of-Life Policy, go to:
http://www.cisco.com/en/US/products/prod_end_of_life.html.

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

Subscribe for RSS Notifications for End-of-Life and End-of-Sale Notices

To subscribe to the End-of-Life and End-of-Sale RSS Feed, insert the following URL into your RSS application:
http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.