

End-of-Sale and End-of-Life Announcement for the Cisco 3600/3700/3800 Series 4-Port Synchronous Serial Network Module

EOL6681 - Amended

Cisco announces the end-of-sale and end-of life dates for the Cisco 3600/3700/3800 Series 4-Port Synchronous Serial Network Module. The last day to order the affected product(s) is March 16, 2010. 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 3600/3700/3800 Series 4-Port Synchronous Serial Network Module

Milestone	Definition	Date
End-of-Life Announcement Date	The date the document that announces the end of sale and end of life of a product is distributed to the general public.	March 16, 2009
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.	March 16, 2010
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.	June 14, 2010
End of SW Maintenance Releases Date: HW	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	March 15, 2013
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.	March 16, 2011
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.	March 16, 2011
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	June 14, 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.	March 15, 2015

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	Replacement Product Description	Additional Information
NM-4T	4-Port Serial Network Module	HWIC-4T	4-Port Serial HWIC	--
NM-4T=	4-Port Sync Serial Network Module	HWIC-4T=	4-Port Serial HWIC	--

Product Migration Options

Customers are encouraged to migrate to the Cisco 4-Port Serial High-Speed WAN Interface Card supported on modular Cisco 2800 and 3800 Series Integrated Services Routers. Information about this product can be found at: http://www.cisco.com/en/US/prod/collateral/modules/ps5949/ps6182/product_data_sheet0900aecd80274416.html.

Customers can use the Cisco Technology Migration Plan (TMP) to trade in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, go to: <http://www.cisco.com/go/tradein/>. The Cisco TMP application requires all users to have a Cisco.com user ID.

Customers may be able to continue to purchase the Cisco 3600/3700/3800 Series 4-Port Synchronous Serial Network Module 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: www.cisco.com/go/eos

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

For More Information

For more information about the Cisco 2800/3800 Series 4-Port Serial High-Speed WAN Interface Card, visit http://www.cisco.com/en/US/prod/collateral/modules/ps5949/ps6182/product_data_sheet0900aecd80274416.html, or contact your local account representative.

To request information about the Cisco 2800/3800 Series 4-Port Serial High-Speed WAN Interface Card, send an e-mail to cs-3800@cisco.com.

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/cgi-bin/Support/FieldNoticeTool/field-notice>



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